## **Digital Onboarding**

Providing your organization with a high touch experience at scale

PARTNERING FOR SUCCESS

#### **Digital Onboarding Path and Timeline**

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## 30-45 days **Digital Onboarding**

Account team introduces digital onboarding plan



# **Onboarding Introductory**

Register for and complete our self paced and Verified Foundation Learning Path and Certification



### Live Instructor-Led **Hands-on Sessions**

Register for and join our live instructor-led sessions to gain invaluable knowledge through hands-on implementation guidance and participate in real-time troubleshooting exercises.



#### **Q&A Sessions**

After course completion, register for and join the weekly Expert Q&A sessions to receive further guidance on implementation, data management & visualization and observability practices



## **Onboarding Completed**

Onboarded with optional certifications, you've now completed the first phase of your organization's Observability Maturity Journey

#### **Need Further Guidance?**

# In-App Help 🛂



Access in-app contextual help to find technical guidance and submit Support cases\* to get help with product issues, errors or performance.

## **New Relic Support Forum**

Access content and ask questions in the Support **Forum** 

\*Support Cases must be part of your organization's Support plan

Agents deployed

Exabytes processed

400M

Queries per day

Intelligent platform

