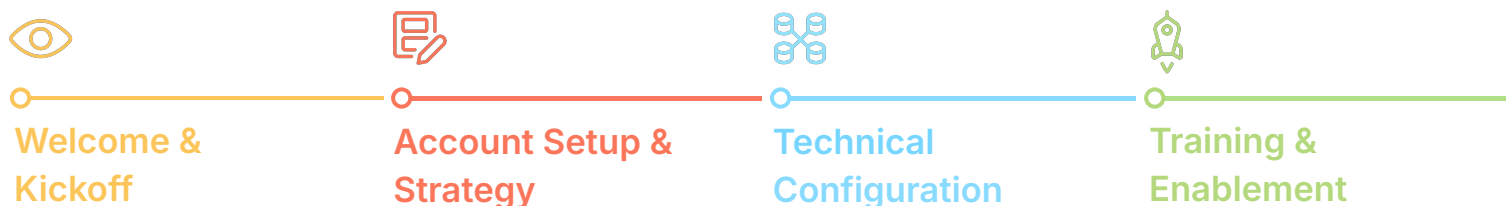


Grafana Labs: Fast Start Package

The Fast Start Package is a structured Professional Services engagement designed to enable teams to quickly activate and adopt Grafana Cloud. These Professional Services are designed to accelerate time-to-value, helping organizations visualize, monitor, and act on critical observability data in a matter of weeks.

Engagement Scope & Duration

With hands-on guidance from the Grafana Labs onboarding team, this engagement is designed to support customers through a 4-phase, structured approach that includes setup, enablement, integration, and training.



Two Package options are available:

- **25-Hour Package:** *Designed for customers looking for a focused and efficient onboarding experience to implement a single use case and establish a solid observability foundation.*
Objective: Provide foundational guidance to implement a prioritized use case, establish core integrations, and build team confidence in using Grafana Cloud efficiently.
- **50-Hour Package:** *Designed for customers looking to cover more ground during onboarding — exploring multiple use cases, configuring additional integrations, or scheduling extra enablement sessions.*
Objective: Offer guidance to support additional use case implementation, enable complex configurations (including non-Grafana data sources), and deliver enhanced training for broader team readiness.

Each package is delivered remotely and designed to be completed within 90 days of the Grafana Cloud subscription start, with guidance from a Grafana Labs Onboarding Solutions Architect (OSA) and project coordination by a Grafana Labs Engagement Manager (EM). See the activity table below for a detailed breakdown.

Out of Scope

Grafana Labs is responsible for performing only the Professional Services described in this document ("Service Description"). All other Professional Services, tasks and activities are considered out of scope, including, but not limited to:

- Custom plugin development or modifications beyond standard Grafana integrations.
- Full-scale migration of existing monitoring tools to Grafana Cloud.
- Extensive hands-on implementation of customer-side infrastructure changes.
- More than the allotted number of dashboards or use cases as defined in this engagement.
- Ongoing managed services or long-term support beyond the onboarding period.
- Security or compliance audits beyond basic configuration guidance.

Grafana Fast Start Package

Kickoff

Account Setup & Strategy

Technical Configuration

Training

Topic	Grafana Labs Activities	Customer Activities	25 Hour Package	50 Hour Package
Engagement Kickoff	Host Kickoff Session, Introduce team, Review Package & Project Plan, and Confirm key project details	Attend Kickoff and bring appropriate stakeholders	✓	✓
Confirm schedule & communication methods	Send meeting invites with recording enabled	Provide schedule availability for stakeholders	✓	✓
Grafana Cloud Access	Conduct Access Overview session to review authentication, teams & roles, and any RBAC requirements. Support configuration.	Identify users, configure authentication, & organize users into teams	✓	✓
Observability Strategy Workshop	Review key pillars of observability, application and infrastructure monitoring, and using Grafana Cloud to find issue root cause	Share key Observability goals/strategy and priority use cases for your implementation	✓	✓
Use Case Definition	Discuss the core use cases shared in the workshop. Align on use case(s) for Fast Start Delivery	Approve core use case(s) for delivery	1 Use Case	Up to 3 Use Cases
Cost Management Overview	Walk through features of cost visibility, cost and usage dashboard, and things to be aware of	Understand how different features impact cost in Grafana Cloud. Verify completeness of data for cost reporting	✓	✓
Tagging, Folder & Label Strategy	Outline best practices of dashboard tagging & folder strategy and label strategies for metrics & logs	Implement strategy for organization and enable team adoption	✓	✓
Collector Configuration	Review implementation of key collectors for use case. Provide guidance during configuration phase	Configure collectors	4 hours*	8 hours*
Cloud Integration Configurations	Review implementation of main cloud integrations for use case. Provide guidance during configuration phase	Configure integrations	2 hours*	4 hours*
Non-Grafana Data Source Configurations	Discuss implementation of Non-Grafana data sources for use case. Provide guidance during configuration phase	Configure data source integrations	—	2 hours*
Alert Setup: Contact Points, Notification Policy & Rules	Demo Alert functionality and implementation best practices. Host Q&A on key alerting use cases.	Configure Grafana Contact Points, Notification Policies, & Alert Rules	✓	✓
Dashboard Workshop (tied to Use Cases)	Host hands-on workshop to help build dashboards tied to agreed upon Use Case	Bring key queries/questions to inform dashboard workshop	1 Workshop	Up to 3 Workshops
Recommended Trainings	Host training sessions for customer team, including recording + Q&As	Coordinate attendees, attend session	2-3 sessions	3-4 sessions
Adaptive Telemetry Session	Host Adaptive Telemetry deep-dive session for customer team	Coordinate attendees, attend session	—	✓

*Maximum Engagement Time for this Topic.

Grafana Fast Start Package

Customer Responsibilities

The Fast Start program is a guidance-based engagement, designed to equip customers with the knowledge and support needed to successfully adopt Grafana Cloud. While Grafana provides structured guidance, implementation tasks are customer-executed and not performed by Grafana. Customers should allocate adequate time and resources to complete these tasks without impacting the overall timeline of the engagement.

To ensure a successful onboarding engagement, the Customer agrees to:

- Provide stakeholder availability reasonably in advance of, and attend scheduled sessions
- Complete implementation activities outside of the guided sessions
- Prioritize agreed-upon use cases to stay aligned with the scoped engagement
- Assign the following core roles:
 - **Executive Sponsor** – Defines success and supports internal alignment
 - **Project Manager (PM)** – Coordinates scheduling and priorities with the Grafana EM
 - **Site Reliability Engineer (SRE)** – Implements integrations and observability best practices
 - **Application Owner** – Oversees internal service instrumentation and dashboard inputs
- Engage additional roles as needed, such as:
 - **Finance Lead** – For cost visibility sessions
 - **Security/IAM Contact** – For Grafana access configuration

Customer understands that their active participation and timely decision-making are essential for completing the engagement within the scoped hours and timeline.

Terms & Conditions

Grafana Labs will use commercially reasonable efforts to deliver the Professional Services described in, and subject to the terms and conditions of, this Service Description, including Customer fulfilling its responsibilities above.

Unless Customer and Grafana Labs have a separate written and signed agreement for the purchase and use of the Professional Services described in this document, then this document serves as a "Service Brief" under, and is incorporated into and subject to, the Master Services Agreement located at: <https://grafana.com/legal/msa/> (the "MSA"). Capitalized terms not defined herein have the meanings set forth in the MSA.

- The Customer's purchase includes up to 25 or 50 hours of Professional Services, depending on the selected package ("Maximum Engagement Time"). Specific Maximum Engagement Times may be specified elsewhere in this Service Description.
- Completion of all phases and activities is not guaranteed within the allotted hours. If the objectives or phases cannot be reasonably met within the Maximum Engagement Time, Grafana Labs may require a change request or additional purchase in order for Grafana Labs to provide further Professional Services.
- The Customer must have an active Grafana Cloud subscription during this engagement.
- Security and IAM approvals, where applicable, must be completed before kickoff.
- Unused Professional Services hours expire 12 months after the Grafana Cloud subscription start date.