



Gradle Enterprise

Customer onboarding

Organizational aspects



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Welcome to Gradle Enterprise

Welcome to the family of Gradle Enterprise customers. We are excited that you have chosen Gradle Enterprise as a key component in your journey to improve and maintain developer productivity.

We want you to get the most out of running Gradle Enterprise in production for your entire engineering team. There are several ways and opportunities for you to stay up to date on Gradle Enterprise and developer productivity, and to keep in touch with us at all times.

Release notifications

We highly recommend that you stay current with new releases of [Gradle Enterprise](#) and any auxiliary components like the [Gradle Enterprise Gradle plugin](#), the [Gradle Enterprise Maven extension](#), and the [Gradle Enterprise remote build cache node](#). Each version comes with new functionality, feature enhancements, performance improvements, and bug fixes.



Let us know who will take care of the version upgrades. Your customer success manager will add them to our release notification mailing list to keep them informed.

Jump-start training

While some members of your team have participated in the trial and have gained a deep familiarity with Gradle Enterprise, many of your colleagues will not yet have an understanding of Gradle Enterprise and the value it provides to them specifically. To familiarize everyone with the usage and value of Gradle Enterprise, we would like to invite your entire engineering team to our 45min live online *Gradle Enterprise Training for Developers*. This concise training will provide your team with all the information they need for getting up to speed with Gradle Enterprise build scans and build caching, and also for quickly benefitting from more efficient collaboration and faster debugging.



Check out the [training page](#) on our website, or ask your customer success manager to find out when the next live online trainings are scheduled for and how to sign up.

Continuous learning

We are constantly producing new content to educate you about developer productivity in general, together with specific content about different features of Gradle Enterprise and how they can help your team become even more productive. We recommend you check out the following resources on a regular basis or subscribe to their updates:

- [Gradle Enterprise Youtube channel](#)
- [Gradle Enterprise Release Notes](#)
- [Gradle Enterprise Blog](#)
- [Gradle Website](#)



Let us know if there is a certain topic of developer productivity or Gradle Enterprise that you would like to see more content about.

Community

All Gradle Enterprise customers have the opportunity to exchange experiences, ask each other questions, and help each other out in the *Gradle Community* Slack workspace. In this Slack workspace, there are dedicated channels for Gradle Build Tool, Gradle Enterprise, Android, Maven, as well as more specific topics like dependency management and performance. Members of the Gradle Build Tool and Gradle Enterprise engineering teams can often be found answering questions and providing advice in these channels.



Join our [Gradle Community Slack workspace](#) by letting us know whom of your engineering team we should send an invite.

Support

Now that you are past the trial stage, your primary support channel changes from [Slack](#) to [Zendesk](#), allowing our worldwide support team to help troubleshoot your issues. Zendesk is a ticketing system where you can securely post issues, include attachments, interact with our support team, and follow along the progress of your tickets. No other customers can see the tickets you created.

You can create a ticket right in Zendesk at <https://support.gradle.com>. Note that in many cases, preemptively attaching a support bundle to a ticket allows our support team to expedite the investigation. The [Docker-specific administration manual](#) and the [Kubernetes-specific administration manual](#) explain how to create such a support bundle.

Health checks

We want to ensure you continue to get the most out of Gradle Enterprise, and we will periodically check in with you and see how things are going. Your customer success manager will reach out to your team in time for the first health check.

Feature requests

If you have ideas on how we can make Gradle Enterprise even more useful for you, your customer success manager will be curious to hear them and will pass them on to the Gradle Enterprise engineering team.

Checkpoint

In this document, we have covered organizational aspects when running Gradle Enterprise in production. Make sure the following items have been done successfully:

- ✓ You have been added to our release notification mailing list
- ✓ Your engineering team has signed up for live online training
- ✓ You have joined the Gradle Community Slack workspace
- ✓ You understand our support system and process



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