COHESITY

Cohesity Customer Success Services Platinum

Enterprise-grade success, built for scale, optimized for resilience

Cohesity Customer Success Services Platinum is designed for organizations with complex environments, mission-critical workloads, and a need for extensive technical and strategic alignment. This premium package provides a fully integrated experience that combines customer success and support resources with advanced services and hands-on partnership.

With the Platinum package, every aspect of your Cohesity journey is managed carefully and precisely. From long-term success planning to high-priority technical support case management and advanced proactive technical services, this offering ensures your team has the guidance, expertise, and flexibility to operate confidently. Platinum goes beyond support to serve as an extension of your team, helping you maximize the value of your investment while staying ahead of evolving business and operational demands.

Why Cohesity Customer Success Services Platinum?

- **Efficiency & Productivity:** Unlock white-glove service with cross-functional coordination and strategic planning that minimizes friction and accelerates outcomes.
- **ROI & Value:** Achieve transformational results with tailored success frameworks aligned to your business initiatives and KPIs.
- **Expertise:** Partner with a designated Customer Success Manager and Customer Success Engineer, as your post-sales advisors, combining strategic and technical expertise to guide you at every step of your journey.
- **Safety Net:** Gain peace of mind with consistent engagement to proactively identify risks, track progress, and keep your success plan on course. You will also have access to a Designated Technical Support Engineer for priority case handling and proactive support, ensuring resilience and continuity at every stage.

- Designated Customer Success Manager during regional business hours (up to 50 delivery days per annum)
- Designated Customer Success Engineer during regional business hours (up to 30 delivery days per annum)
- Designated Technical Support Engineer during regional business hours (up to 50 delivery days per annum)
- Faster Response from Technical Support
- 2 x Training Access Passes

Your Cohesity Team

Customer Success Engineer

Your designated Customer Success Engineer (CSE) is a key member of your team, offering specialized expertise across the entire Cohesity product portfolio where relevant. They provide:

- **Collaborative Partnership:** Collaborating with your IT leadership and technical teams, CSEs promote a team-oriented approach to effectively solving complex challenges.
- **Expert Guidance:** CSEs utilize their extensive knowledge to assist you in optimizing your Cohesity products to achieve maximum efficiency and return on investment.
- **Seamless Integration:** CSEs provide guidance and ensure smooth integration of Cohesity solutions with your business processes, aligning with your IT strategy for unified operations.

For more complex challenges, your CSE can help identify the most effective services from our full proactive services catalog to meet your needs.

Customer Success Manager

Your designated Customer Success Manager (CSM) advocates for you within Cohesity, focusing on your outcomes. They have strong communication skills, problem-solving abilities, and experience with the customer lifecycle. They will work with you to provide seamless support, taking a proactive approach to resolving issues quickly. They will partner with you on the following activities to help ensure your ongoing success:

- **Expedited Support:** In urgent situations, your success comes first. We offer faster support to help you through escalations, reducing impact, and guiding you toward resolution.
- **Solution Positioning and Oversight:** By aligning Cohesity's capabilities with your needs and objectives, we ensure adoption leads to measurable results, operational efficiency, and long-term success.
- **Success Planning:** Expect a personalized Customer Success Plan tailored to your specific goals and flexible enough to adapt to your changing business needs.

- **Strategic Alignment:** Every action is focused on your business goals, making strategic success planning not just an idea, but a clear roadmap to your desired outcomes.
- **Proactive Account Management:** Through regular check-ins and reviews, we monitor your needs, ensuring alignment and preparing you to handle challenges quickly.

Designated Technical Support Engineer

Your Designated Technical Support Engineer (DTSE) acts as your single point of contact for faster issue resolution, simplifying the support process and maintaining consistency across all open and ongoing cases. As they become more familiar with your environment, processes, and business objectives, the DTSE provides focused, personalized support that helps achieve quicker results and enhances operational continuity:

- **Priority Case Handling:** Your DTSE concentrates on high-priority and complex cases, assisting you in resolving issues swiftly and reducing business impact.
- **Personalized Support Experience:** With in-depth knowledge of your environment, the DTSE customizes support to fit your unique infrastructure and workflows.
- **Proactive Guidance:** DTSEs detect patterns and risks early, suggesting preventative actions to maintain system health and stability.
- **Environment-Specific Expertise:** With continuous familiarity, your DTSE provides faster, more accurate solutions aligned with your operational goals.
- **Probable Cause Analysis:** Includes planning of corrective actions for critical issues upon request.

Built-In Benefits of Customer Success Services Platinum

Faster Response from Technical Support

Access experienced Technical Support Engineers (TSEs) with set response targets for critical issues. Platinum customers receive faster response times, including a 30-minute goal for Priority 1 (System Down) and a 1-hour goal for Priority 2 issues, ensuring you get timely assistance when it counts most.

Customer Success Services Catalog

The Platinum package includes up to 30 CSE delivery days per annum, giving you the flexibility to create a high-impact customer success program that adapts to your changing business needs. These delivery days can be used for a variety of expert-led services, including comprehensive options like a Data Protection Posture Check, Disaster Recovery Plan Testing, and Data Recovery Validation. Whether you're focused on strengthening your recovery posture, improving system performance, or developing internal expertise, service delivery days give you the control and flexibility to prioritize what matters most and adapt as your business evolves.

Education and Training

Empower your team to develop confidence and skills through Cohesity Academy. The Platinum package gives access to Cohesity Academy's Training Access Pass, which provides full access to our catalog of self-paced eCourses, enabling users to learn at their convenience. Additionally, it includes up to 24 days of live, lab-based, instructor-led online training, giving team members the opportunity to attend courses conducted by experts, aimed at building skills to administer, operate, manage, secure, and troubleshoot Cohesity solutions. The Training Access Pass can be used by multiple employees for a combination of maximum of 24 days. For example, if three employees attend eight days of course time, the entire allocation will be consumed. The pass also includes access to six months of course labs, providing additional hands-on practice. See the entire catalog and schedule at www. cohesity.com/academy.

Optional Service Add-Ons

- **Designated Customer Success Manager** – This add-on includes up to 50 additional days per annum.
- **Designated Customer Success Engineer** – This add-on includes up to 10 additional days per annum.

  Requires active Cohesity Customer Success Platinum or Gold packages

- **Designated Technical Support Engineer (DTSE)** – Serves as your single point of contact for accelerated issue resolution, streamlining the support process, and ensuring continuity across all open and ongoing cases. This add-on includes up to 50 days per annum.

  Available as a standalone or optional add-on

- **U.S. Citizen Support Option** – For customers who need services delivered by U.S. citizens on U.S. soil, this option is available. Please contact your sales representative for more information.

For further questions or a quote, contact your local sales team

COHESITY

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