

Cohesity Customer Success Services Gold

Success services that fit the unique demands of your business

Cohesity Customer Success Services Gold will provide you with the support, guidance, and structure necessary to adopt and expand with Cohesity. Whether you're just starting out or improving existing deployments, this package offers a strategic mix of success planning, faster responses from technical support, proactive technical services, and valuable educational opportunities.

With the Gold package, you'll benefit from a partnership that adapts to your needs. This partnership ensures your success, gives you a strategic advantage, and unlocks the full potential of your Cohesity product portfolio.

Why Cohesity Customer Success Services Gold?

- **Efficiency & Productivity:** Streamline onboarding, adoption, and workflows with proven playbooks, guidance engagements, and proactive touchpoints that save time and reduce effort.
- **ROI:** Maximize your Cohesity investment with structured guidance designed to help you achieve measurable outcomes faster.
- **Expertise:** Partner with a designated Customer Success Manager to be your post-sales advisor with access to a pool of Customer Success Engineers with deep technical knowledge and best practices to support your success.
- **Safety Net:** Benefit from faster technical support response times and consistent engagement to proactively identify risks, track progress, and keep your success plan on course.

Your Cohesity Team

Customer Success Engineers

Our team of Customer Success Engineers (CSEs) has extensive expertise in managing complex IT environments. CSEs collaborate with your IT leadership and technical teams to provide expert guidance and share best practices essential for optimizing your Cohesity portfolio. With access to our extensive knowledge base, your team can fully leverage the capabilities of your Cohesity implementation, enhancing efficiency and maximizing return on investment. For more complex challenges, CSEs can help identify the most effective options from our proactive services catalog to address your needs.

- **Designated Customer Success Manager during regional business hours (up to 25 delivery days per annum)**
- **Access to our team of Customer Success Engineers during regional business hours (up to 15 delivery days per annum)**
- **Faster Response from Technical Support**
- **1 x Training Access Pass**

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.

Built-In Benefits of Customer Success Services Gold

Faster Response from Technical Support

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

Customer Success Services Catalog

The Gold package includes up to 15 CSE delivery days per annum, offering maximum flexibility to choose from a comprehensive customer success services catalog. These delivery days let you customize your experience and strategically allocate resources to the most important services for your operations. Whether you need detailed assistance reviewing your disaster recovery plan or conducting a product configuration review, delivery days give you the power to prioritize and adjust as your needs change, ensuring your efforts focus on your top priorities. Service delivery days provide the control to create a dynamic customer success journey that adapts to your business needs.

Education and Training

Empower your team to develop confidence and skills through Cohesity Academy. The Gold 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 12 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 12 days. For example, if two employees attend 6 days of course time, the entire 12-day 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

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