Commvault® Cloud Success Services: Enterprise Success Offering

"To be our customers' most trusted advisors"

OVERVIEW

Commvault Cloud is a strategic investment for your organization. Commvault Cloud Success Services helps align the capabilities of the product with your business initiatives, proactively monitors your environment, and provides expert guidance to maximize the solution's potential. Commvault Cloud Success Services enable you to drive the outcomes that matter most, stay ahead of the curve and unlock incremental business value for your organization.

KEY BENEFITS

- Achieve faster time to value with key business objectives

- Get the most out of your investment in Commvault

- Engage with Commvault and industry experts

- Learn from recommended practices on how to achieve success

- Gain access to valuable information via the Commvault Community and various events

- Receive product roadmap updates with personalized sessions and twice-yearly updates

- Leverage optional service credits for training, projects, and ad-hoc service engagements

- Receive regular updates, detailed insights, and proactive guidance for your environment

ENTERPRISE SUCCESS

The Enterprise Success tier is a great option for businesses looking to boost their success with Commvault Cloud., The program provide access to a designated Technical Account Manager (TAM) and access to a Success Account Manager (SAM). Additionally, you can take advantage of optional service credits for training, projects, and other ad-hoc service engagements.

Enterprise Success Features

Technical Account Manager (TAM): Provides strategic guidance and advice on achieving your business goals. Recommendations are tailored to your environment and requirements.

Success Account Manager (SAM): Focused on tactical remediation and analysis. They are your internal champion within Commvault.

Proactive and Predictive Approach: Identify potential issues before they become major concerns and provide steps to improve.

Business Process Improvement: Because your business demands continuous improvement for cyber resilience, Commvault Cloud Success will guide you in helping your Commvault investment meet those demands.

Detailed Reporting and Metrics: Key highlights and summaries are reviewed during quarterly business to make sure Commvault Cloud Success Services is constantly in sync with your objectives.

Enhanced Services Level Objectives (SLOs): Faster response for support incidents, including Serverity0 (Catastrophic) level incidents, exclusively available to Enterprise Success subscribers.
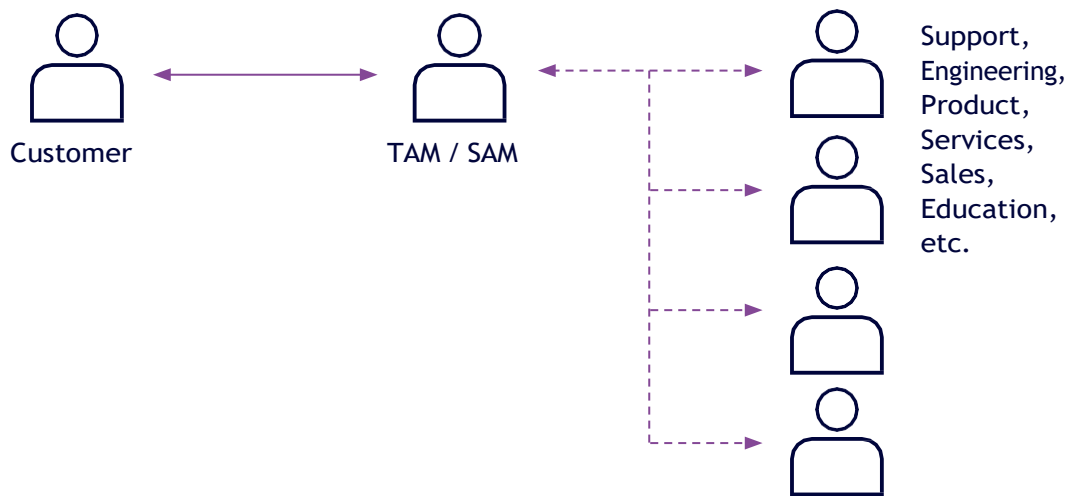
Service Level Objective Comparison

SEVERITY	STANDARD	PREMIER	ENTERPRISE
Customer Support Hours – Local time zone where CommCell is installed			
Coverage	12x5 (7am ~7pm)	24x7x365	24x7x365
Severity 0 (Catastrophic) – Complete outage preventing all data movement operations			
Target Response	*Not available*	*Not available*	15 Minutes
Target Resolution / Workaround	*Not available*	*Not available*	12 Hours
Severity 1 (Critical) – Mission critical production down without workaround			
Target Response	1 Hour	1 Hour	30 Minutes
Target Resolution / Workaround	24 Hours	24 Hours	24 Hours
Severity 2 (High) – Problem causing major impact to business needs and time sensitive			
Target Response	2 Hours	2 Hours	1 Hour
Target Resolution / Workaround	72 Hours	72 Hours	72 Hours
Severity 3 (Medium) – Problem causing minor operational impact with no immediate urgency			
Target Response	3 Hours	3 Hours	3 Hours
Target Resolution / Workaround	20 Days	20 Days	10 Days
Severity 4 (Low) – Enhancement request, general question, or report a non-impactful problem			
Target Response	4 Hours	4 Hours	4 Hours
Target Resolution / Workaround	*Not available*	*Not available*	*Not available*

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WHAT ARE THE ROLES WITHIN THE PAID COMMVAULT CLOUD SUCCESS SERVICES?

How the TAM and SAM roles work:

Title	Technical Account Manager (TAM)	Success Account Manager (SAM)
Headline	Strategic advisor and consultant	Tactical liaison between the customer and Commvault support
Key Objectives	• Proactive engagement • Help customer define both short and long-term strategy • Deep understanding of the customers overall environment and their mission • Trusted advisor • Assist customers to achieve desired business objectives	• Provides tactical help to the customer, as and when required • Actively monitors customers environment, providing frequent updates • Proactive in getting customer issues moved forward within Commvault • The customers "champion" internally
Technical Focus	High (Master Certified or equivalent)	Medium
Proactive Engagement	✓	✓
Engagement Type	In-Region	Remote

Customer ↔ TAM / SAM ↔ Support, Engineering, Product, Services, Sales, Education, etc.

To learn more, visit **commvault.com**

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