

Jumpstart Service for Commvault Cloud

Designed for Active Resilience – Recovery is the Goal

HIGHLIGHTS

- **Accelerate time to value.** Get your Commvault Cloud SaaS solution deployed and configured efficiently, while minimizing implementation risk.
- **Expert-led onboarding.** Dedicated services resources help coordinate delivery, streamline decisions, and remove common onboarding roadblocks.
- **Validated backup and recovery.** Restore testing is performed for each agent type in scope to demonstrate backup and recovery capability.
- **Security-focused setup.** Best-practice security guidance is included to help keep your environment protected.
- **Operational readiness.** Alerts and reports are reviewed and tailored to your workload and use case, supported by knowledge transfer to help your team succeed.
- **Hands-on support during early backups.** Our team closely monitors backups, helps prioritize activities, troubleshoots issues, and optimizes the process in collaboration with technical support when needed.

OFFERING SUMMARY

Jumpstart Services provide structured onboarding support for Commvault Cloud SaaS solutions, including deployment and configuration of data protection agents. The service is designed to help customers focus on core priorities while accelerating onboarding and adoption of the data protection management platform.

Jumpstart is a practical, outcomes-focused engagement that combines deployment coordination, agent onboarding, restore testing, security guidance, and operational readiness configuration—so customers can move from “new subscription” to “protected with confidence”.

CUSTOMER OUTCOMES

- **Faster onboarding and adoption** of Commvault Cloud SaaS workloads through expert-led deployment and configuration.
- **Reduced implementation risk** through guided delivery, structured collaboration, and verified restore testing.
- **Improved recovery confidence** by demonstrating backup and recovery capability for each in-scope agent type.
- **Stronger operational visibility** with real-time alerting and scheduled reports aligned to customer needs.
- **Improved long-term success** via knowledge transfer that helps reduce post-implementation knowledge gaps and supports ongoing adoption.

SUPPORTED WORKLOADS

Component	Supported backup agents / platforms
Identity	Active Directory; Azure Active Directory / EntraID
Database	Amazon RDS; Amazon DocumentDB; Amazon DynamoDB; Amazon Redshift; Azure Cosmos DB for NoSQL; Azure Database for MariaDB/MySQL/PostgreSQL; Azure SQL Database; Azure SQL Managed Instance; DB2; DB2 Multi-node/Purescale/DPF; OCI DB CS; OCI ExaCS; Oracle / Oracle RAC; SAP HANA; SQL Server
DevOps	Azure DevOps; GitHub; GitLab
Business Apps	Dynamics 365; Salesforce
Endpoint	Endpoint (Windows, Linux, Mac)
File System	Archive Agents (Windows/Unix/Linux); AIX; Cluster File Server; Linux; OES; Solaris; UXFS; Windows
Collaboration	Google Workspace (Google Drive, Gmail); Microsoft 365 (Exchange Online, Teams, SharePoint Online, OneDrive for Business)
Kubernetes	Amazon EKS; Azure AKS
NAS	AWS FSx for Lustre; AWS FSx for NetApp; NDMP; Nutanix Files; On-Prem CIFS; On-Prem NFS; Qumulo
Object Storage	Amazon S3; Azure S3; Azure Blob Storage; Azure Files; Azure Data Lake Storage Gen2; OCI Object Storage
Virtualization	Amazon EC2; Azure Local; Azure Stack Hub; Azure VM; GCP; HPE Morpheus; Hyper-V; Nutanix Acropolis Hypervisor; OCI VM; Proxmox VE; VMware vSphere

SERVICE PACKAGES

Service Name	Total Agent Types	Total Agent Types
SaaS JumpStart – Small	Up to 2	Up to 2
SaaS JumpStart – Large	Up to 10	Up to 10

WHAT IS ACTIVE RESILIENCE?

Active Resilience is the ability to confidently answer two critical questions:

- Are you protected?
- Can you recover?

Commvault Services helps you answer **YES** to both – not just at go live, but consistently over time. This confidence is built by helping you achieve capability, not dependency.

Through structured knowledge transfer, clear and reusable document deliverables, and witness testing that supports recovery outcomes, your teams can gain the skills, evidence, and operational readiness required to recover. Protection enables resilience, but **recovery is the goal** – and Active Resilience enables you to be able to achieve it when it matters most.

To learn more, visit commvault.com