

Commvault Cloud SaaS Advanced Configuration Service

Designed for Active Resilience – Recovery is the Goal

HIGHLIGHTS

- **Advanced SaaS configuration assistance** – Perform individual, advanced configuration tasks for your existing Commvault Cloud SaaS environment with expert guidance.
- **Expert led workload and agent updates** – Configure, update, or decommission agents and workloads with support from Commvault Solutions Engineers.
- **No downtime configuration changes** – Complete advanced configuration activities without interrupting ongoing protection or production operations.
- **Targeted, task based engagement** – Address specific configuration needs through focused, short duration engagements tailored to evolving requirements.

OFFERING SUMMARY

This service is designed for customers seeking advanced configuration of their existing Commvault Cloud SaaS environments and requiring assistance with these individual tasks. By engaging the expertise of the Commvault Solutions Engineering team, customers may perform additional agent configurations, update current workloads, or decommission workloads that are no longer necessary to accommodate evolving requirements. The configuration activities can be completed without downtime, ensuring uninterrupted protection through Commvault Cloud.

Customers setting up advanced workloads want confidence in every step. By partnering with Commvault Solutions Engineering team, they can simplify the process and ensure safety, unlocking all the benefits of Commvault data protection agents more quickly. Our team is ready to help at any point—whether you're adding new agents, updating current ones, or retiring those you no longer need.

CUSTOMER OUTCOMES

- Faster adoption of advanced Commvault Cloud SaaS configurations.
- Reduced configuration risk through expert-led task execution.
- Continuous protection while evolving agents and workloads.
- Increased confidence in managing complex SaaS workloads.

KEY COMPONENTS AND BENEFITS

Component	Description and Benefits
Kickoff Meeting	Review the requested configuration changes, align on objectives, and prepare for efficient execution of the advanced configuration tasks.
Advanced Configuration Analysis	Expert assessment of required agent and workload changes to ensure feasibility, correctness, and alignment with Commvault best practices.
Advanced Configuration Execution	Solutions Engineering activities to configure, update, or decommission SaaS workloads and agents without impacting ongoing protection.
Backup and Restore Validation	Verification of backup and restore operations for newly configured or updated workloads to confirm protection and functional readiness.

The SaaS Advanced Configuration Service for Commvault Cloud helps organizations move beyond basic setup—enabling safe, expert guided evolution of complex workloads and agents without disrupting ongoing protection.

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