

Residency Service

Designed for Active Resilience – Recovery is the Goal

HIGHLIGHTS

- **Flexible staff augmentation** - Certified Commvault Cloud experts seamlessly integrate with your team to support configuration, operations, and day-to-day management during periods of change.
- **Ongoing optimization** - Continuously refine and adapt your Commvault Cloud environment to align with evolving business, operational, and performance requirements.
- **Hands-on knowledge transfer** - Accelerate team expertise through practical, guided learning using your own infrastructure, data, and real-world use cases.

OFFERING SUMMARY

Modern data protection environments are expected to evolve continuously – supporting new workloads, expanding data volumes, and shifting operational priorities. At the same time, IT teams are often constrained by limited resources, competing initiatives, and the need for specialized expertise.

Residency Services for Commvault Cloud provide on-site access to experienced Commvault professionals who work as an extension of your team. These certified experts support daily operations, assist with ongoing enhancements, and help organizations adopt new capabilities at a sustainable pace. The service is designed to help you maximize value from your Commvault Cloud investment while building internal knowledge and operational confidence over time.

CUSTOMER OUTCOMES

- Improved operational efficiency and consistency in data protection activities
- Faster adoption of new Commvault Cloud capabilities and features
- Reduced risk during periods of staff transition or platform change
- Stronger internal expertise through hands-on enablement
- Increased long-term value from your Commvault Cloud environment

KEY COMPONENTS AND BENEFITS

Component	Description and Benefits
Staff Augmentation	Deploy experienced Commvault Cloud professionals on-site to supplement your team during transitions, peak demand, or skills gaps – helping maintain stable operations and consistent outcomes.
Solution Optimization	Regular environment reviews and technical consultations help fine-tune performance, scheduling, retention, and storage efficiency as your environment evolves.
Knowledge Transfer	Hands-on training enables your team to build practical skills using familiar tools, environments, and real workloads – supporting faster learning and longer-lasting adoption.
Technical Support Acceleration	On-site experts help identify root causes of issues more quickly and implement remediation or updates efficiently, minimizing disruption to operations.
Advanced Feature Integration	As business requirements change, advanced Commvault Cloud features can be incrementally introduced and aligned with existing configurations to support scalability and resilience.
Operational Confidence	Close collaboration between your team and Commvault specialists supports informed decision-making, stable operations, and greater confidence in your data protection strategy.

Commvault Residency Services are delivered by certified professionals and are designed to complement – not replace – your internal teams. Service scope and duration are tailored to organizational needs.

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