

Forward Deployed Engineer Services

Designed for Active Resilience – Recovery is the Goal

OVERVIEW

Forward Deployed Engineering (FDE) is Commvault's advanced engineering capability for complex, non-standard customer outcomes across Software and SaaS environments. FDE is not simply access to an engineer; it is a scoped outcome-based engagement model that brings together deep product expertise, solution architecture, advanced configuration, automation, integration, validation, and operational guidance to solve challenges that extend beyond standard deployment and support motions. By combining these disciplines, FDE embeds engineering expertise at the intersection of customer environment complexity, product capability, and business outcomes. This approach helps reduce deployment and integration risk, accelerate time-to-value, and strengthen overall confidence in the Commvault environment.

OFFERING DETAILS

Commvault Forward Deployed Engineer services provide specialized engineering assistance for customers with advanced Commvault Cloud requirements. The service is designed for environments where standard implementation, configuration, or support motions may not fully address the customer's technical complexity, business objectives, or operational needs.

A Forward Deployed Engineer works closely with the customer, Commvault account team, Professional Services, and product-aligned technical resources to help shape, design, build, validate, and optimize solutions for complex use cases. These engagements may include advanced configuration, custom workflow design, automation assistance, integration planning, recovery validation, and operational optimization.

FDE services are not intended to replace standard Professional Services, support, or managed services. Instead, they complement those motions by focusing on high-value technical complexity, advanced configuration, and specialized engineering needs that can help customers accelerate adoption, reduce implementation friction, and improve confidence in their Commvault environment.

CUSTOMER OUTCOMES

With Forward Deployed Engineer services, customers can:

- **Accelerate time-to-value** by receiving focused engineering assistance for advanced Commvault configuration, onboarding, and optimization requirements.
- **Reduce technical uncertainty** by engaging specialized resources early in complex projects, proofs of value, or transformation initiatives.
- **Improve operational confidence** through structured validation, documented technical approaches, and fit-for-purpose runbooks or workflows.
- **Support complex cloud and SaaS adoption** by addressing advanced requirements related to scale, security, compliance considerations, integrations, and operational readiness.
- **Strengthen resilience practices** with support for recovery validation, automation, integration, ResOps maturity, and other operational resilience initiatives.
- **Improve alignment between technical design and business objectives** by translating customer requirements into actionable architecture, configuration, and delivery patterns.
- **Create repeatable operating models** by converting one-time technical solutions into documented approaches that can be reused, transferred, or operationalized over time by the customer.

KEY COMPONENTS AND BENEFITS

Component	What's Included	Customer Benefits
Advanced Commvault Configuration	Assistance with advanced configuration needs, workload-specific requirements, specialized settings, and complex Commvault scenarios.	Helps customers move beyond standard configuration and address requirements tied to scale, complexity, compliance considerations, or unique operating models.
Solution Design and Architecture	Technical design support for advanced Commvault use cases, including solution patterns for Software and SaaS, Software-to-SaaS transformation, and Active Resilience initiatives.	Helps align technical design with business objectives, operational requirements, and customer success criteria.
Custom Workflow and Automation Assistance	Support for customer-led automation, workflow design, orchestration planning, and integration of operational processes.	Helps reduce manual effort, improve consistency, and support more repeatable operational practices.
Integration Support	Assistance with integration planning for ITSM, alerting, reporting, operational workflows, or other ecosystem requirements.	Helps customers better connect Commvault Cloud with existing operational processes and tools.
Recovery Validation and Restore Assurance	Support for automated restore validation, recovery-readiness workflows, and operational validation activities.	Helps strengthen confidence that recovery processes are documented, repeatable, and aligned with customer requirements.
ResOps and Operational Maturity Support	Guidance for improving operational practices, resilience workflows, reporting, automation, and optimization.	Helps customers mature from basic protection activities toward more proactive resilience operations.
Optimization and Scale Assistance	Support for performance, operational efficiency, scale blockers, and advanced adoption challenges.	Helps customers improve adoption and address issues that may slow production readiness or broader platform usage.
Runbooks and Knowledge Transfer	Development of technical documentation, runbooks, configuration guidance, and transition materials.	Helps customer teams operationalize the solution and support ongoing use after the engagement.
Product Feedback Loop	Capture of field learnings, recurring patterns, and technical insights that may inform future improvements.	Helps align real-world customer needs with reusable patterns and future platform evolution.

WHEN TO CONSIDER FORWARD DEPLOYED ENGINEER SERVICES

Forward Deployed Engineer services are a good fit when:

- The customer has complex or non-standard Commvault requirements.
- A strategic project, proof of value, or transformation initiative requires advanced technical assistance.
- Standard onboarding or implementation scope does not fully address the customer's needs.
- The customer requires advanced integrations, automation, or workflow design.
- A cloud transition introduces technical uncertainty.
- Recovery validation, operational readiness, or resilience maturity is a priority.
- The customer needs a structured approach to address scale, performance, or adoption challenges.

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