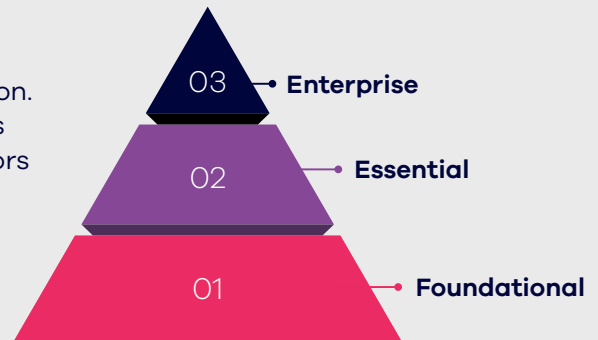


# Commvault® Cloud Success Services

"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

## FOUNDATIONAL SUCCESS

Foundational Success is Commvault's entry level Customer Success offering. This offering provides designated Customer Success Manager to provide guidance to successfully meet business objectives.

## ESSENTIAL SUCCESS

The Essential Success tier provides a quick and efficient way to get started with Commvault Cloud. It includes a 10% remote time allocation from a Technical Account Manager (TAM) and access to a remote Success Account Manager (SAM). This offers a great opportunity for businesses looking to maximize their investment and achieve faster time to value.

### Essential Success Features

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

**Remote 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.

**Fully Remote Service:** Commvault's world-class center of excellence (CoE) team is utilized to drive an outstanding experience at a reduced cost.

## ENTERPRISE SUCCESS

The Enterprise Success tier is a great option for businesses looking to boost their success with Commvault Cloud. It includes all the features of Essential Success, plus a 20% remote time allocation from a 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

**Includes all the features of Essential Success plus:**

**Assigned Technical Account Manager (TAM) (20% allocation):** Provides strategic guidance and advice on achieving your business goals. Recommendations are tailored to your environment and requirements.

**Enhanced Services Level Objectives (SLOs):** Faster response for support incidents, including Severity0 (Catastrophic) level incidents, exclusively available to Enterprise Success subscribers.

## COMMVAULT CLOUD SUCCESS SERVICES PROGRAM LEVELS

Commvault Cloud Success Services key value differentiators. Find the solution that meets your needs. Other options are available upon request. Delivering a high-touch experience with experts to maximize the value of Commvault Cloud.

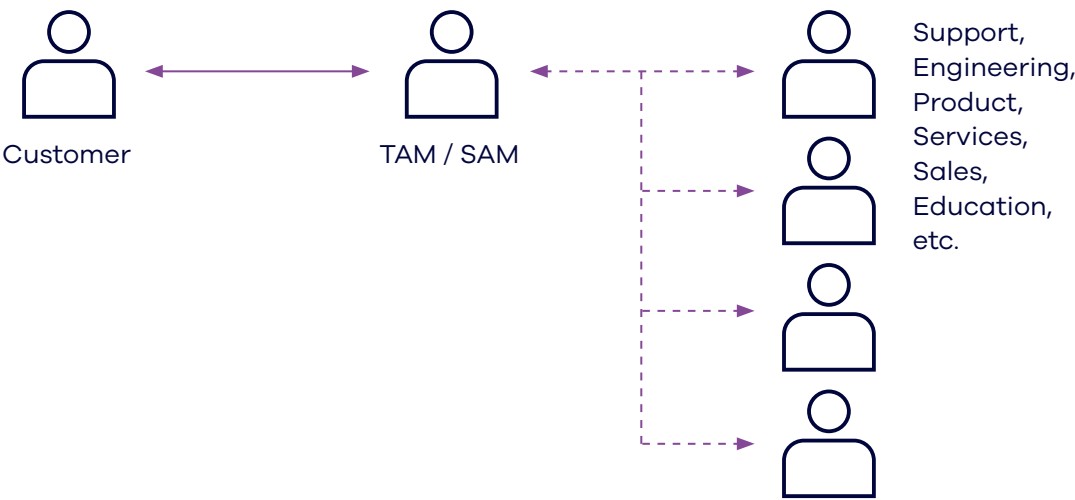
	Foundational Success	Essential Success	Enterprise Success*
TAM Ratio		10:1	5:1
Access to Centralized Success Specialist	✓	✓	✓
Quarterly Business Review		Operational	Strategic
Reporting	✓	✓	✓
Success Plan Reviews	✓	✓	✓
Community Forums	✓	✓	✓
Cyber Resilience Advisory			✓
TECHNICAL HEALTH			
Proactive Monitoring	Alerts	Managed Alerts	Managed Alerts
Critical Care Reviews		✓	✓
Enhanced Service Level Objectives (SLO's)			50% Better than Premier Support *(Software)
Access to SEV0 / Catastrophic			✓
Setup and Configuration Best Practices	Assisted Coaching	Expert Coaching	Expert Coaching
Escalation Support		✓	✓
PRODUCT ADOPTION			
Onboarding	Guided	Assisted Expedited	Assisted Expedited
Roadmap Session	Digitally: Emailed	Invite-Only, ESP Only Webinar	Private Webinar
Outcome Management	Assisted Coaching	Expert Coaching	Expert Coaching
PROFESSIONAL SERVICES			
Professional Services Credit	N/A	N/A	25% off List Price

\* Additional Service levels are available on request.

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	<ul style="list-style-type: none"><li>• Proactive engagement</li><li>• Help customer define both short and long-term strategy</li><li>• Deep understanding of the customers overall environment and their mission</li><li>• Trusted advisor</li><li>• Assist customers to achieve desired business objectives</li></ul>	<ul style="list-style-type: none"><li>• Provides tactical help to the customer, as and when required</li><li>• Actively monitors customers environment, providing frequent updates</li><li>• Proactive in getting customer issues moved forward within Commvault</li><li>• The customers “champion” internally</li></ul>
Technical Focus	High (Master Certified or equivalent)	Medium
Proactive Engagement	✓	✓
Engagement Type	Remote / Onsite	Remote



To learn more, visit [commvault.com](https://commvault.com)