



# ▶ Customer Support Services

## THE NEXT GENERATION OF CUSTOMER SUPPORT LEADERSHIP

### ▶ OVERVIEW

With customer satisfaction ratings that lead the industry, **Commvault® Customer Support Services** is a combination of people, process, and talent, trusted by our customers to help them leverage the full value of their Commvault® software. Our Customer Support Services help them to optimize their operations meet stringent service levels, and obtain professional support and service, regardless of time of day or worldwide location.

### HIGHLIGHTS

Commvault Customer Support Services provides customers with significant business value:


- 1 Best-in-class, personalized Customer Support** — Leverages our technical expertise and service excellence to quickly address issues and maximize the value of your Commvault® software investment.
- 2 Flexible support options match the customer lifecycle** – our offerings were designed to accommodate our customers’ evolving needs, so that the right support is delivered at the right time, throughout their entire lifecycle.
- 3 The right combination of people, processes, and tools** guarantees an optimal support experience that fully leverage all of the capabilities of Commvault software.
- 4 Tight integration with other Commvault systems**, i.e. Education Services, helps our Support Engineers recommend “just-in-time” product training to customers, so they can learn how to reduce costs and gain operational efficiencies.
- 5 Commvault’s Maintenance Advantage (MA) e-Support portal** is available 24x7x365. It includes a comprehensive knowledge base, product updates, software fixes, and incident tracking and reporting, among the many capabilities that are accessible through this web-based repository.

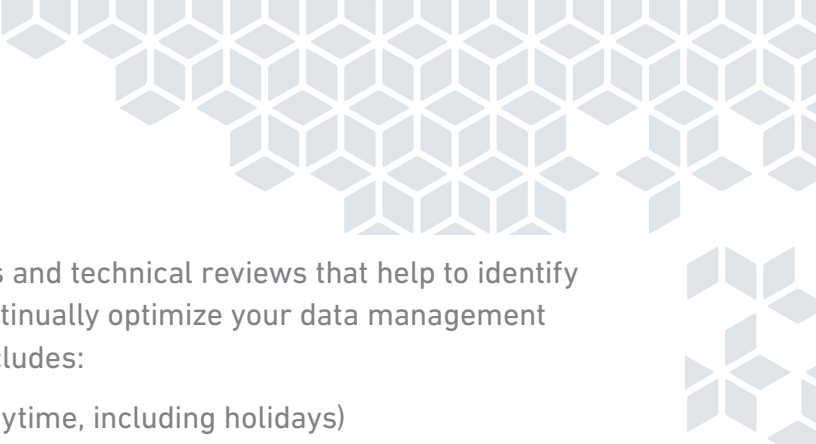
▶ Working closely with your backup, recovery, and archive teams, Commvault can help you develop a practical, modern vision for your IT environment.

## FLEXIBLE OPTIONS MEET EVOLVING SUPPORT LIFECYCLE REQUIREMENTS

Commvault's Customer Support Services delivers a continuum of support offerings to meet changing needs:

- ▶ **STANDARD SUPPORT.** Commvault's Standard Support option provides incident-based coverage during normal business hours, with direct access to the Commvault Technical Assistance Center. Commvault Standard Support addresses many support situations and is suited for companies with basic service level requirements. This package includes:
  - **The Commvault Customer Support Center** during normal business hours (Monday through Friday, between the hours of 7am and 7pm local time, excluding statutory holidays) for the location at which the software is installed
  - **The Commvault Maintenance Advantage** self-help website on a 24x7 basis
  - **Critical software updates, product enhancements, and new release notifications<sup>1</sup>**
  - **e-Support Platforms** including Incident Management, Knowledge Database, Commvault Documentation, and Commvault Forums
  - **Support Account History Reports**, provided upon request
  
- ▶ **PREMIUM SUPPORT.** Commvault's Premium Support provides all of the coverage of Standard Support, but expands the window of coverage to 24x7x365. It is designed to address the needs of many enterprises with mission-critical data management environments. The Premium Support option includes access to:
  - **Commvault's Customer Support Center** (anytime, including holidays)
  - **The Commvault Maintenance Advantage** self-help website on a 24x7 basis
  - **Critical software updates, product enhancements, and new release notifications<sup>1</sup>**
  - **e-Support Platforms** including Incident Management, Knowledge Database, Commvault Documentation, and CommVault Forums
  - **Support Account History Reports**, provided upon request

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- ▶ **Proactive Support.** Proactive Support provides application intelligence integrated with support. It integrates continuously advancing support heuristics with your internet-connected CommServe and a team of experienced Commvault support account management professionals. This brings together the full range of software and support capabilities you need to help you achieve your data management goals. The Proactive Support option includes access to:
- **Commvault's Customer Support Center** (anytime, including holidays)
  - The **Commvault Maintenance Advantage** self-help website on a 24x7 basis
  - **Critical software updates, product enhancements, and new release notifications<sup>1</sup>**
  - **e-Support Platforms** including Incident Management, Knowledge Database, Commvault Documentation, and Commvault Forums
  - **Support Account History Reports**, provided upon request
  - **Enhanced Service Level Agreements for Severity "0" issues**
  - **Premium OPS Management Reporting**
  - **Proactive Monitoring / Notification**
  - **Commvault Support Analytic Tools**
  - **Remote Monthly Incident Reviews**
  - **Priority Escalation Paths to SMEs & Development Teams**
  - **A path to Commvault Enterprise Support**
- ▶ **Enterprise Support.** Commvault's Enterprise Support is designed for those enterprise customers looking to gain improved business value from their Commvault deployment, and help ensure full confidence that their data management environment will deliver when it's needed most. Starting from a foundation based on Commvault Premium Support, Enterprise Support personalizes the customer experience by adding a team of shared Technical Account Managers (TAMs) and Support Account Managers (SAMs), each bringing years of technological and domain expertise to bear on your data management environment. They partner closely with your internal team to fully understand your business and operational goals, and work to help ensure that those goals are met. This team utilizes predictive monitoring and analytic tools, advanced reporting capabilities,



flexible services credit, and proactive business and technical reviews that help to identify trends and opportunities, enabling them to continually optimize your data management investment. Commvault Enterprise Support includes:

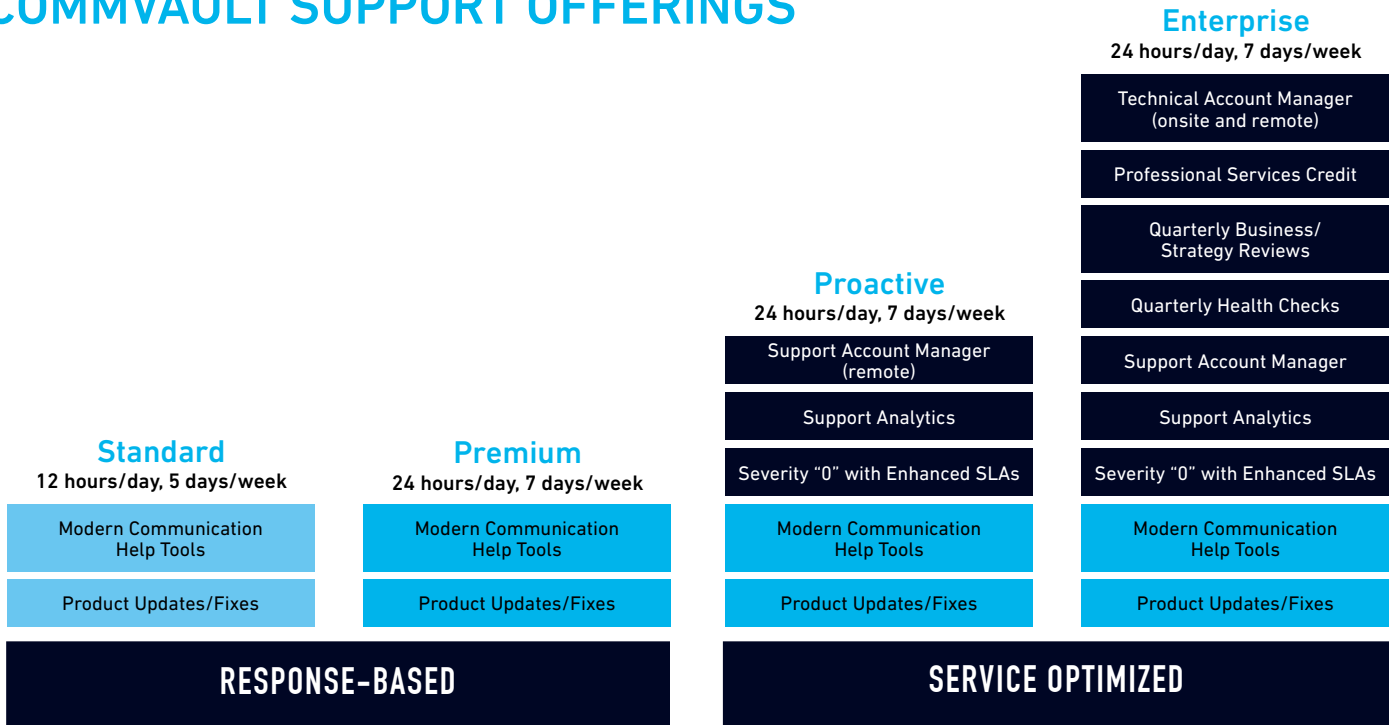
- **Commvault's Customer Support Center** (anytime, including holidays)
- The **Commvault Maintenance Advantage** self-help website on a 24x7 basis
- **Critical software updates, product enhancements, and new release notifications<sup>1</sup>**
- **e-Support Platforms** including Incident Management, Knowledge Database, Commvault Documentation, and Commvault Forums
- **Support Account History Reports**, provided upon request
- **Technical Account Manager**
- **Support Account Manager**
- A **Professional Services Credit** that can be applied to Commvault Consulting Services; Professional Services; Education Services; a Resident Support Engineer; Commvault Personalization engagements; Wellness Assessments; and many other Commvault Consulting Services Offerings.
- **Quarterly Business and/or Strategic Reviews**
- **Quarterly Commvault Health Checks**
- **Commvault Support Analytics Tools**
- **Enhanced Service Level Agreements for Severity "0" issues**

## MAXIMIZE THE VALUE OF YOUR COMMVAULT SOLUTION

In a world where data and information mean the difference between success and failure, the modern enterprise depends on an IT organization that supports both technology and business initiatives. Your Commvault solution is more than just industry-leading data management software. It's a strategic investment in the ongoing success of your business, and one from which you need to maximize your return. This is where Commvault Customer Support Services can help. To learn more about the benefits of Commvault's Support offerings, please speak with your Commvault representative or Commvault Reseller, or visit <https://ma.Commvault.com/Support>.

# ▶ COMMVAULT SUPPORT OFFERINGS

ACTIVE COMMVAULT ENGAGEMENT



<sup>1</sup> New Release version upgrades may be made available by Commvault.

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