

## ▶ Commvault® Enterprise Support

Personalized. Proactive. Predictive.

### OVERVIEW

Your business data is the key to your success. Your Commvault solution is more than just industry-leading data management software. It's a strategic investment. Maximize your return with Commvault Enterprise Support.

#### PREDICT AND IDENTIFY PROBLEMS

Commvault Enterprise Support uses predictive analytics and technical guidance you can trust to help you predict, identify and address potential problems — with confidence — *before* they become critical issues:

- Designed to optimize your Commvault data management environment
- Engineered to extract the most value from your Commvault solution
- Built on a relationship that understands your business objectives — and helps you achieve them
- Personalized for the most exacting data management strategy

#### ENABLE BUSINESS PROCESS IMPROVEMENT

Combine 24/7 access to Commvault's global support team with advanced technologies that proactively monitor your Commvault® software environment to:

- Optimize your data management infrastructure
- Address specific geographic or line-of-business objectives
- Avoid common data management pitfalls

#### MAINTAIN OPTIMAL PERFORMANCE

With Commvault Enterprise Support you get:

- Best-in-class support for large enterprises
- Proactive monitoring tools
- Dedicated Technical Account Managers (TAMs)
- Dedicated Support Account Managers (SAMs)
- Lower data management costs
- Less downtime

#### PERSONALIZE SOLUTIONS WITH EMERGING TECHNOLOGIES AND BEST PRACTICES

Our Enterprise Support team augments your IT organization and provides ongoing access to:

- Engineering services tailored to your unique needs
- Integrated incident management processes
- Enhanced back office support
- Advanced reporting
- Annual executive and technical briefings, to ensure that your business and operational goals are met

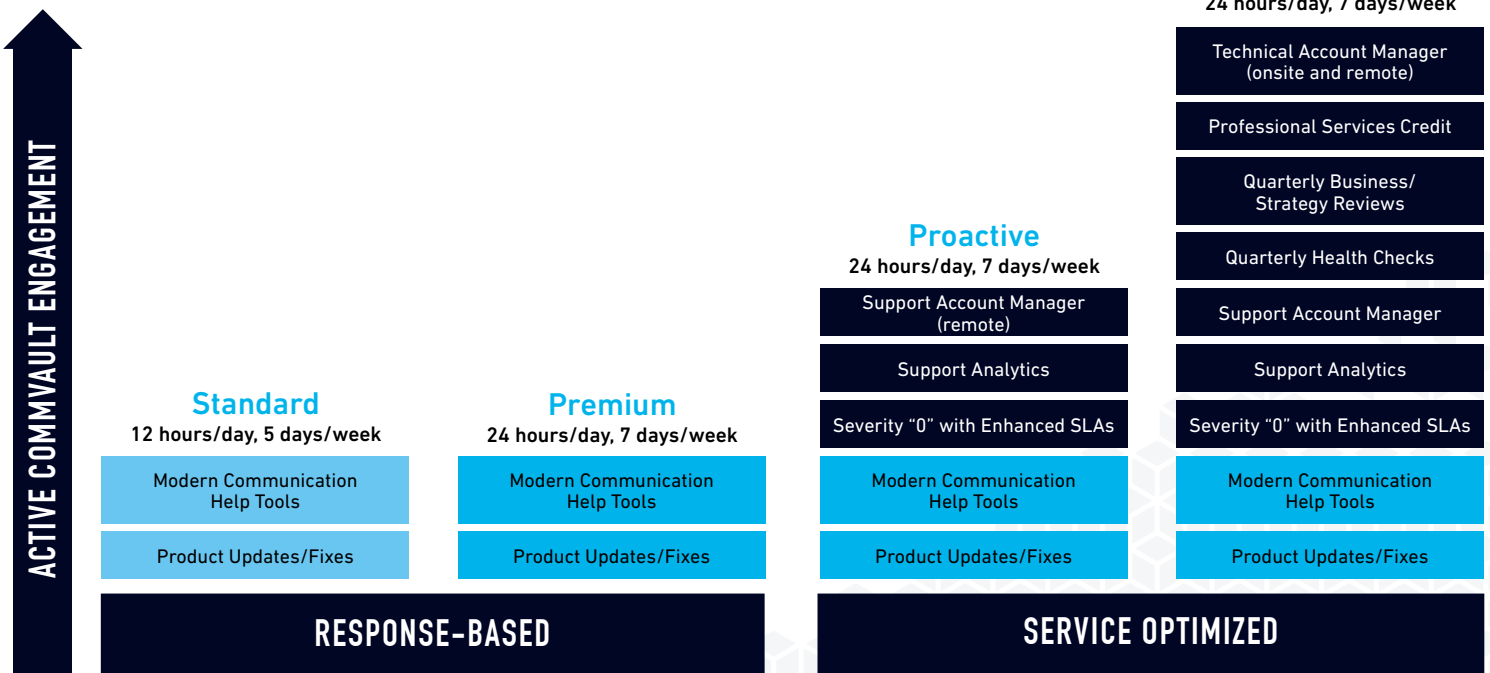
## HOW IT WORKS

Our Enterprise Support Program is Commvault's most comprehensive support offering and is designed to provide strategic, world class technical management for all aspects of our customers' enterprise data management solution. We partner fully with our customers to enable their success, and to provide business stakeholders with the highest level of customer satisfaction, all while safeguarding technology investments and intellectual property.

## ENTERPRISE SUPPORT INCLUDES

- 24x7x365 Global Support Queue
- 15-minute response time for Severity 0 issues (SLA)
- Premium Ops Management Reporting
- Access to the Strategic Account Management (SAM) Service Desk - a single point of contact for incident escalation and coordination of support activity on behalf of the customer
- Incident management and trending, support analytics and monitoring
- Monthly technical reviews that address Commvault operational objectives
- Technical Account Manager (onsite and remote) with a strategic partnership with your business
- Personalized resources to help overcome business and technical hurdle
- Service Credits used to customize and optimize the environment to your needs
- Accelerated access to subject matter experts and development staff
- Onsite educational and infrastructure assessments

## ▶ COMMVAULT SUPPORT OFFERINGS



## SERVICE-OPTIMIZED STRATEGIES

Do you want a service-optimized approach, but are unsure if you need all that Enterprise Support provides, today? Commvault offers a seamless upgrade path from either Proactive Support or its TAM program, whenever you are ready. For more information about how Enterprise Support can help you redefine data management, speak with a Commvault representative or visit <https://ma.commvault.com/Support/EnterpriseSupport> to learn more.

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