



▶ **Commvault® Proactive Support**
Application Intelligence Integrated with Support

OVERVIEW

Optimized support is critical for your data management environment and an essential component of a competitive business in today's marketplace. Commvault Proactive Support is experience-driven support that 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. A support experience managed by professionals with all necessary information to rapidly triage and address any incident in your Commvault® environment — often before you are even aware of the issue.

The Commvault Support Account Management (SAM) team is responsible for maintaining an advanced understanding of your Commvault environment, along with its integration with your applications, network, and storage. This team acts as a single point of contact for your site, integrating our application layer view, most aggressive Service Level Agreements (SLAs), and data management escalations, to help you derive the most value out of your Commvault solution.

The SAM team interfaces directly with Commvault's account managers, product management, support,

and development teams, to ensure the optimal allocation of resources necessary for customer success with their Commvault environment.

Commvault Proactive Support delivers an enhanced customer experience, with faster issue resolution, and enhanced service levels. This is achieved through an integrated suite of proactive support tools, operations reporting, and real-time recommendations for improvement. As a result, you simplify data management, provide a more dependable service, reduce operational risk, and gain improvements in functionality and performance.

HOW IT WORKS

The goal of Proactive Support is to monitor performance trends and alert conditions in your data management environment and make experience-driven recommendations for corrective actions *before* the underlying issues become real problems, in addition to responding to break-fix situations. By enabling the Remote Support option in your Commvault software, the SAM team is able to see important data about jobs and configurations within your Commvault environment. They will know when you begin using new application types, and can share information about how to optimize the functionality. The SAM will also leverage the Commvault workflow engine, to capture issues associated with those application types, accessing relevant logs and operational reports, as a basis for proposed improvements. The result is support proactively delivered, and within the best possible Support Service Levels offered by Commvault.

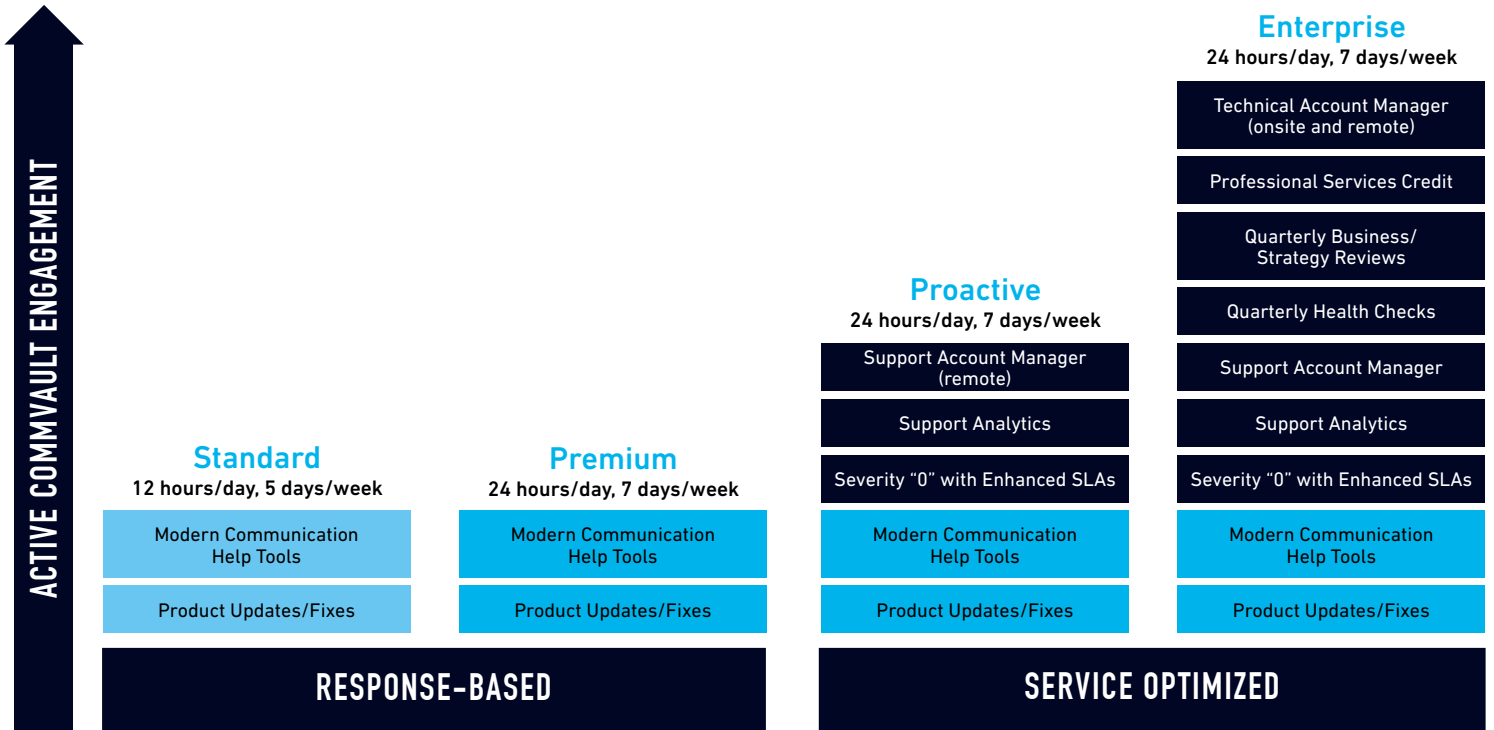
Proactive Support enables you to:

- Detect when Commvault services are “offline,” so that they may be re-started, to minimize disruptions
- Identify frequently occurring issues and develop tailored “if / then” responses for automatic self-correction
- Detect trending information that can be used to:
 - Predict when space or license capacity might become an issue
 - Determine when scale issues will require the addition of more Media Agents, DDBs, etc.
 - Identify increases in data movement that correlate to the number of registered users within the Commvault environment, for efficiency management and reporting

PROACTIVE SUPPORT INCLUDES

- 24x7x365 Global Support Queue
- 15-minute response time for Severity 0 issues (SLA)
- Premium Ops Management Reporting
- Access to the 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
- A seamless upgrade path to the Enterprise Support level

▶ COMMVAULT SUPPORT OFFERINGS



Service-Optimized Strategies

Do you want a service-optimized approach, but are unsure if Proactive Support is enough? Commvault offers a seamless upgrade path to Enterprise Support from either Proactive Support or our TAM program, whenever you are ready.

For more information on how Commvault's Proactive Support can help you redefine data management, speak to your Commvault representative, or visit <https://ma.commvault.com/Support> to learn more.