

▶ Top Reasons to Buy Commvault® Enhanced Support

Thousands of customers across the world trust our customer support organization to ensure full access to – and the smooth operation of – all of the Commvault® software features and capabilities within their data management environment. Whether it's advanced issue detection, remote technical troubleshooting, or answering questions about products and features, our customer support organization offers flexible service options, experienced engineers, and a variety of communication channels to meet the unique needs of the most demanding environments. Some of the key differentiators of our Support offering include:

1. **Trusted by Customers, Every Day.** Our surveys indicate that 98% of Commvault® Support customers are Satisfied or Very Satisfied with their support experience. Customer satisfaction like this has a lot to say about what we do for our customers and the value they find in our relationship.
2. **Best-in-Class Personalized Attention.** Personal familiarity with customers is a cornerstone of our support process. Support teams are comprised of engineers with long tenures at Commvault, and we experience low staff turnover, nearly 200% better than the market average, as compared to [industry averages](#) compiled by independent research firm [HDI](#). This is directly related to the culture of the organization, our internal training programs, and progressive experience that enables our engineers to solve difficult technical problems, while maintaining the highest levels of customer service.
3. **Product Architecture.** Technology is another big differentiator. Our solutions are developed with the end-user in mind. The Commvault® software architecture is based on an efficient multi-tier index, which allows for extremely fast, robust troubleshooting and issue resolution that mitigates risk and minimizes operational disruption.

4. **Proactive Support Option.** Proactive Support is the first step into service-optimized support. This option is designed for customers who want a higher level of experience-driven support that integrates continuously advancing support heuristics with your internet-connected CommServe® and a team of experienced Commvault® support account management professionals.
5. **TAM Program Option.** The Technical Account Manager (TAM) option is an alternative first step to service-optimized support. The TAM leads a virtual team of experienced industry professionals at Commvault to keep your data management environment aligned with shifting business and technical needs so that you can focus on other strategic, higher-value objectives.
6. **Enterprise Support Option.** Customers can easily upgrade from Proactive Support and the TAM program or choose Enterprise Support from the onset. Commvault® support and services teams work in concert with customers to predict and identify issues before they become problems; enable regular process improvement; maintain optimal data management performance; and personalize solutions with emerging technologies and best practices. Enterprise Support is a strategic investment that enables our customers to maximize the return on their Commvault investment.
7. **Upgrade Advisor Program.** Upgrading to a major software release does not happen every day or even every year. Our no-fee, Upgrade Advisor program gives you assurance that you are technically enabled for your next upgrade. It's as easy as registering through your CommCell® console!

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