Cohesity Gold Service

Success Services That Fit the Unique Demands of Your Business

Cohesity Gold Service provides the support, guidance, and structure necessary to adopt and expand with Cohesity. Whether you're just starting out or improving existing deployments, this service offers a strategic mix of success planning, faster technical support responses, proactive technical services, and valuable educational opportunities. With the Gold Service, you'll gain a partnership that adapts to your needs, providing a strategic advantage and unlocking the full potential of your Cohesity product portfolio.

Your Cohesity Team

Designated Technical Account Manager

Your Designated Technical Account Manager (TAM) advocates for you within Cohesity, focusing on your outcomes with strong communication, problem-solving skills, and experience across the customer lifecycle. They provide seamless, proactive support, including assistance in urgent situations, aligning Cohesity's capabilities with your goals to ensure measurable results and operational efficiency. They develop personalized success plans, align strategies with your business objectives, and conduct regular check-ins to monitor progress and address challenges, all to support your ongoing success. They also offer recommendations to optimize data management across multicloud environments, ensuring your data is protected, accessible, and valuable.

Customer Success Engineers

Our team of Customer Success Engineers (CSEs) has extensive expertise in managing complex IT environments. CSEs collaborate with your IT leadership and technical teams to provide expert guidance and share best practices essential for optimizing your Cohesity portfolio. With access to our extensive knowledge base, your team can fully leverage the capabilities of your Cohesity implementation, enhancing efficiency and maximizing return on investment. For more complex challenges, CSEs can help identify the most effective options from our proactive services catalog to address your needs.

- **Expertise:** Partner with a Designated Technical Account Manager to be your post-sales advisor.

- **Efficiency & Productivity:** Streamline onboarding, adoption, and workflows with proven playbooks, guidance engagements, and proactive touchpoints that save time and reduce effort.

- **ROI & Value:** Maximize your Cohesity investment with structured guidance designed to help you achieve measurable outcomes faster.

- **Safety Net:** Benefit from faster technical support response times and consistent engagement to proactively identify risks, track progress, and keep your success plan on course.

Built-In Benefits of Our Gold Service

Faster Response from Technical Support

Access experienced Technical Support Engineers (TSEs) with established response targets for critical issues. Gold customers receive faster response times, including a 30-minute goal for Priority 1 (System Down) issues, ensuring you get timely assistance when it counts the most.

Customer Success Services Catalog

The Gold Service includes up to 15 delivery days per year, offering maximum flexibility to choose from a comprehensive Customer Success Services Catalog. These delivery days let you customize your experience and strategically allocate resources to the most important services for your operations. Whether you need detailed assistance reviewing your disaster recovery plan or conducting a product configuration review, delivery days give you the power to prioritize and adjust as your needs change, ensuring your efforts focus on your top priorities. Service delivery days provide the control to create a dynamic customer success journey that adapts to your business needs.

Training and Education

Empower your team to develop confidence and skills through Cohesity Academy. The Gold Service gives access to Cohesity Academy's Training Access Pass, which provides full access to our catalog of self-paced eCourses, enabling users to learn at their convenience. Additionally, it includes up to 12 days of live, lab-based, instructor-led online training, giving team members the opportunity to attend courses conducted by experts, aimed at building skills to administer, operate, manage, secure, and troubleshoot Cohesity solutions. The Training Access Pass can be used by multiple employees for a maximum of 12 days. For example, if two employees attend 6 days of course time, the entire 12-day allocation will be consumed. The pass also includes access to six months of course labs, providing additional hands-on practice. See the entire catalog and schedule at www.cohesity.com/academy

Cohesity Customer Success Services

Unlock more value with the right level of Customer Success for your business. Choosing Gold or Platinum Service ensures you're maximizing your investment with Cohesity and aligning resources to achieve stronger outcomes.

	Premium Support	Cohesity Customer Success Services	
		Gold Service	Platinum Service
Technical Support *Initial Response Time (IRT) target*	Priority 1 – 1 Hour	Priority 1 – 30 Minutes	Priority 1 – 30 Minutes Priority 2 – 1 Hour
Release Access	✓	✓	✓
Designated Technical Account Manager *Available during regional business hours*		25 Days*	50 Days*
Solution Positioning and Oversight		✓	✓
Success Planning		✓	✓
Strategic Alignment		✓	✓
Proactive Account Management		✓	✓
Customer Success Services Catalog		15 Days*	20 Days*
Enhanced Customer Success Services			✓
Designated Technical Support Engineer *Available during regional business hours*			50 Days*
Priority Case Handling			✓
Personalized Support Experience			✓
Proactive Guidance			✓
Environment Specific Expertise			✓
Probable Cause Analysis			✓
Training and Education		12 Days*	24 Days*

*All days listed represent annual maximum entitlements and can be used flexibly throughout the year

For further questions or a quote, contact your local sales team

COHESITY

cohesity.com
1-855-926-4374
2625 Augustine Drive, Santa Clara, CA 95054

1000077-002-EN 9-2025