

Cohesity Platinum Service

Enterprise-Grade Success, Built for Scale, Optimized for Resilience

Cohesity Platinum Service is designed for organizations with complex environments and critical workloads, providing comprehensive technical and strategic support. It combines dedicated customer success management, technical support, and advanced services into a collaborative, hands-on partnership. The service includes a Designated Technical Account Manager (TAM) and a Designated Technical Support Engineer (DTSE) focused on strategic planning, advocacy, and issue resolution. It aims to ensure long-term success, proactive technical services, and functions as an extension of your team to maximize your investment and stay ahead of evolving needs.

Your Cohesity Team

Designated Technical Support Engineer

Your Designated Technical Support Engineer (DTSE) serves as your primary contact for quicker issue resolution, streamlining support, and ensuring consistency across all cases. As they become more familiar with your environment, processes, and goals, the DTSE provides personalized, targeted support that leads to faster results and improved operational stability. This involves prioritizing high-priority and complex cases to resolve issues promptly and minimize business impact. They adapt support to your infrastructure and workflows, proactively identify patterns and risks, and offer preventative advice to help maintain system health. Their environment-specific expertise allows for faster, precise solutions aligned with your objectives, including probable cause analysis and corrective plans for critical issues.

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.

- **Expertise:** Partner with a Designated Technical Account Manager and Designated Technical Support Engineer as your post-sales advisors, combining strategic and technical expertise to guide you at every step of your journey.
- **Efficiency & Productivity:** Unlock white-glove service with cross-functional coordination and strategic planning that minimizes friction and accelerates outcomes.
- **ROI & Value:** Achieve transformational results with tailored success frameworks aligned to your business initiatives and KPIs.
- **Safety Net:** Gain peace of mind through consistent engagement to proactively identify risks, track progress, and keep your success plan on track. With access to a DTSE for priority case handling and proactive support, ensuring resilience and continuity at every stage.

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.

Built-In Benefits of Our Platinum Service

Faster Response from Technical Support

Access experienced Technical Support Engineers (TSEs) with set response targets for critical issues. Platinum customers receive faster response times, including a 30-minute goal for Priority 1 (System Down) and a 1-hour goal for Priority 2 issues, ensuring you get timely assistance when it counts most.

Customer Success Services Catalog

The Platinum Service includes up to 20 delivery days per year, giving you the flexibility to create a high-impact customer success program that adapts to your changing business needs. These delivery days can be used for a

variety of expert-led services, including comprehensive options like a Data Protection Posture Check, Disaster Recovery Plan Testing, and Data Recovery Validation. Whether you're focused on strengthening your recovery posture, improving system performance, or developing internal expertise, service delivery days give you the control and flexibility to prioritize what matters most and adapt as your business evolves.

Training and Education

Empower your team to develop confidence and skills through Cohesity Academy. The Platinum 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 24 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 24 days. For example, if three employees attend eight days of course time, the entire 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.

	Cohesity Customer Success Services		
	Premium Support	Gold Service	Platinum Service
Technical Support <i>Initial Response Time (IRT) target</i>	Priority 1 – 1 Hour	Priority 1 – 30 Minutes	Priority 1 – 30 Minutes Priority 2 – 1 Hour
Release Access	✓	✓	✓
Designated Technical Account Manager <i>Available during regional business hours</i>		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 <i>Available during regional business hours</i>			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

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