

Cohesity Platinum Service

Accelerate resolution, proactively optimize operations, and get recommendations

Cohesity Platinum Service maximizes enterprise customers' value from the Cohesity multicloud data management platform. It provides customers with priority handling of support cases and account advocacy through direct access to assigned technical experts. Platinum Service customers have the benefit of additional focused attention and single point-of-contact issue resolution from both a Cohesity Designated Support Engineer (DSE) and a Cohesity Technical Account Manager (TAM).

Named individuals, your DSE works on your priority cases while your TAM continually advocates for your needs, coordinates Cohesity resources for your strategic planning benefit, and helps your organization quickly resolve issues.

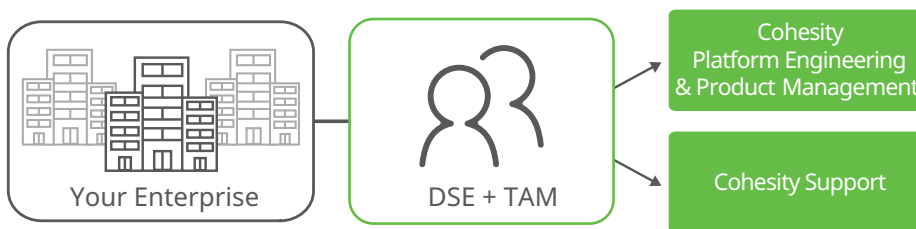


Figure 1: Cohesity Platinum Service accelerates issue resolution and ensures your enterprise gets what it needs from Cohesity.

Your Assigned DSE

Every DSE is a senior support engineer and will be directly responsible for handling your priority cases. Our DSEs are experienced with all aspects of the Cohesity platform and they will be able to provide environment-specific insights that help overcome existing issues to achieve business objectives.

Your Assigned TAM

Every TAM is a seasoned technical veteran with access to all the information and resources needed to meet your operational goals. Your TAM will take immediate action to assess current support cases, review resolution priorities and plans, and capture feedback and suggestions. Your TAM will also work collaboratively with you and your team to set objectives, share feedback with Cohesity, and drive action. TAMs track requested product enhancements and promote roadmap input internally. They establish a regular cadence to review your ongoing experience, provide reports about your current environment, and build action plans and recommendations to drive desired outcomes, ensuring your data is protected and productive across multiclouds.



Key Benefits

- Designated primary points of contact to coordinate your immediate, short-term, and long-term support needs
- Experts familiar with your environment, your processes, and your business objectives
- Experienced technical professionals to help you get a holistic view of the deployment, issues, and needs of your project
- Advocates for your business at Cohesity to drive issue resolution and represent your product needs and priorities
- Proactive touchpoints providing early access to new product information and roadmaps to assist in your long-term planning
- Reliable contacts for invites to beta/early access plans to test features and workflows in your lab environments

Better Together

Platinum Service is a unique opportunity to leverage two highly knowledgeable Cohesity technical experts, both a named DSE and TAM, with in-depth knowledge of your environment for immediate assistance as well as short- and long-term guidance and advocacy.

The Cohesity Platinum Service offering provides assigned DSE and TAM resources contracted for a fixed-term, typically yearly or

multiyear, engagement. DSE and TAM are shared resources operating during regular business hours in accordance with customers' local time zone. During non-business hours, customer activities will be managed directly by the Cohesity high-priority support queue until the next business day.

The Cohesity Platinum Service includes 1/5th of the designated TAM and DSE weekly time. Additional Platinum SKU's can be purchased, up to 5 slices, for dedicated TAM and DSE resources.

Key Deliverables & Service Activities

Designated Case Management	<ul style="list-style-type: none"> • Direct responsibility to handle and resolve critical support cases • Weekly case reviews with action items and next steps • Root-cause analysis and failure analysis • Internal coordination of resources required
Preemptive Care	<ul style="list-style-type: none"> • Case trend analysis with recommendations/best practices • Review and standardization of software releases
Account Management	<ul style="list-style-type: none"> • Quarterly business reviews • Planning and tracking of product/feature adoption • Feature enhancement request tracking
Proactive Information Sharing	<ul style="list-style-type: none"> • Proactive risk notification and mitigation • Roadmap discussion coordination • Access to subject matter experts (SMEs) for key discussions/planning

Learn more about the Cohesity Platinum Service at [Cohesity.com/support](https://cohesity.com/support).



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