

Platinum Service

Accelerate resolution, proactively optimize operations, and get recommendations

Cohesity Platinum Service maximizes enterprise customers' value from the Cohesity platform for web-scale secondary data and applications. 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 cases as they arise while your TAM continually advocates for your needs, coordinates Cohesity resources for your strategic planning benefit, and helps your organization quickly resolve open support issues. Platinum Service is an extension of Cohesity's award-winning, 7x24 premium support, coupling on-demand access to technical resources experienced in resolving issues with a dedicated customer advocate.



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, top-level support engineer. Yours will be directly responsible for handling your cases to your satisfactory resolution. 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 cases, review resolution priorities and plans, and capture feedback and suggestions. Your TAM will also work collaboratively

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

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 secondary workloads are protected and productive across multi-clouds.

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.

	Key Deliverables & Service Activities
Dedicated Case Management	<ul style="list-style-type: none"> • Direct responsibility to handle and resolve all cases • (Up to) 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 • Management of capacity trending and contract renewals
Account Management	<ul style="list-style-type: none"> • Quarterly business reviews • Planning and tracking of product/feature adoption • Onsite customer visits • Feature enhancement request tracking
Proactive Information Sharing	<ul style="list-style-type: none"> • Proactive risk notification and mitigation • Roadmap discussion coordination • Facilitates access to subject matter experts (SMEs) for key discussions/planning

Service Scope

DSE and TAM resources operate regionally and during regular business hours in accordance with customers’ local time zones. During non-business hours, customers will be handled directly by the Cohesity high-priority support queue until the next business day.

Learn more about Cohesity Support and Enhanced Services at: Cohesity.com/support