

Resident Engineer Service

A Cohesity Resident Engineer can accelerate time-to-value of your DataPlatform

Cohesity Resident Engineers are uniquely qualified to assist and advise your team providing data protection services and administration of your Cohesity DataPlatform.

Each of our Residents are Cohesity experts and have received comprehensive product training and certifications to help you integrate your workloads for seamless transition and data protection continuity.

Our Resident Engineers help our customers with the planning and execution of data protection activities, such as:

- Backup, replication and restore operations
- Managing data lifecycles
- Performance monitoring and troubleshooting
- Maintenance and upgrades
- Infrastructure and procedural documentation

With short-term, long-term, on-site or remote staffing options, our Resident Engineer Service provides the flexibility to maximize time-to-value and meet your business needs

Scope

The Cohesity Resident offering is an assigned resource operating during regular business hours in accordance with the customers local time zone.

Residents are aligned with Cohesity's 7x24 Escalation Management and Support Services.

Cohesity Advanced Services

In addition to our Resident Engineers, Cohesity Advanced Services offer a wide-range of services designed to meet our customers unique requirements. Contact your Cohesity Sales Representative or visit www.cohesity.com/support/ to learn more!

KEY BENEFITS

- *Highly trained Cohesity expertise on staff*
- *Administer and maintain your Cohesity environment according to Best Practices*
- *Provide on-site assistance and knowledge transfer to operational personnel*
- *Point resource for operation, escalations, issues and upgrades*

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