Cohesity Resident Engineer Service

Accelerate time to value of your data management platform

Cohesity Resident Engineers are uniquely qualified to assist and advise your team providing backup, data protection and data management services with Cohesity Helios. Each of our Residents is a Cohesity expert and has received comprehensive product training and certification to help you integrate your workloads for seamless transition and data continuity.

Our Resident Engineers empower our customers with the planning and execution of data strategies such as:

- Backup, replication and restore operations—on-prem, multicloud and at the edge
- Data center migration
- Cloud integration and migration
- Data lifecycle management
- Performance monitoring and troubleshooting
- Maintenance and upgrades
- Infrastructure and procedural documentation

With short-term, long-term, onsite or remote staffing options, our Resident Engineer Service gives you the flexibility to maximize time to value and meet your business needs.

Scope

The Cohesity Resident Engineer Service offering is an assigned resource operating during regular business hours in accordance with the customer's local time zone.

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

Cohesity Advanced Services

In addition to our Resident Engineers, Cohesity Advanced Services offers a wide range of services to meet our customers' unique requirements.

Key Benefits

- Add highly trained Cohesity experts to your staff
- Administer and maintain your Cohesity environment according to best practices
- Speed onsite assistance and knowledge transfer to operational personnel
- Leverage a point resource for operations, escalations, issues and upgrades

Learn more about the Cohesity Resident Engineer Service at Cohesity.com/support.

COHESITY