

Cohesity Premium Support

Fast answers, exceptional service

When you choose Cohesity software to radically simplify your data management, you're also gaining a trusted, strategic partner dedicated to easing the way you protect, manage and derive value from all of your data—across the data center, edge and cloud. Cohesity Premium Support delivers fast, complete, high-quality technical responses all day, every day to maximize all of the services consolidated on our multicloud data platform. These include backup and recovery, disaster recovery, file and object services, dev/test, and data compliance, security and analytics.

Our Cohesity Premium Support team members strive for excellence in customer satisfaction, working with you to reduce IT complexity and eliminate [mass data fragmentation](#). We serve customers across the globe from offices in North America, Europe and the Asia Pacific region.

Cohesity Premium Support Benefits



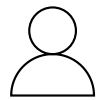
Around-the-Clock Response

Premium Support hours are 24x7x365, guaranteeing rapid response to all inquiries.



Feature & Maintenance Release Access

Premium Support ensures you always get the latest Cohesity software releases.



Communication Your Way

Our technical experts are available when you need them—by phone, email and web.



Proactive Escalation & Monitoring

We guarantee fast initial response times: P1 errors in one hour, P2 in two hours and P3 in four hours.



Flexible-Length Contracts

We offer one-to-five-year contracts to support rollout and on-going maintenance success.



Parts Delivery

We keep you productive with responsive parts delivery.

Customer-Centric Software and Services

Because Cohesity solutions are modern and proactive, Cohesity Premium Support systems, people and processes are, too. We automatically open cases on your behalf when requested. We also send alerts when we encounter issues, speeding resolution with less effort on your part.

At Cohesity, we care as much about troubleshooting as preventing problems, reducing your operational hassles. Our multicloud data management platform, **Cohesity Helios™**, for example, has capabilities that allow you to see, manage and take action on your stored data and applications globally—from a single UI. It features proactive health checks with anomaly alerting and remediation recommendations that stop issues before they negatively impact your business. And if the worst-case happens, Helios can call home to notify Cohesity Premium Support and prevent downtime.

Award-Winning Team

Our systems and team work together to solve issues quickly so your organization always has access to data for insights that lead to greater business value. Our experts have dedicated their careers to helping and serving customers. Because of their commitment, Cohesity is proud to have earned the NorthFace ScoreBoard Award from Omega Management Group Corp for world-class excellence in customer service for four consecutive years.



Cohesity is also proud to have achieved the rare perfect 100 Net Promoter Score (NPS) for months in both 2020 and 2021. NPS has become a benchmark customer satisfaction measurement and we couple it with our regular customer feedback surveys to ensure that we continue to deliver an exceptional support experience to our customers around the world.

Customer obsession is a Cohesity core value, and our mission is to always deliver an exceptional Premium Support experience.

To learn more about Cohesity Support and Enhanced Services [Cohesity.com/support](https://www.cohesity.com/support).

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