

Cohesity Customer Success Management

Accelerating your path to value

For qualified Customers, the Customer Success Manager is committed to helping meet your goals and will be your guide on your Cohesity journey.

What to expect:

- A smooth on-boarding experience
- Expertise in optimizing the value of your Cohesity investment
- A customized success plan tailored to achieving your desired business outcomes
- Periodic monitoring of deployment health

Key Deliverables & Service Activities	Customer Success Manager
Onboarding	
<input type="checkbox"/> Registration process	✓
<input type="checkbox"/> Introduction to Helios and Support	✓
<input type="checkbox"/> Understanding Access Management	✓
Feature Adoption	
<input type="checkbox"/> Guide adoption	✓
<input type="checkbox"/> Provide deployment references and case studies	✓
<input type="checkbox"/> Upcoming feature education	✓
<input type="checkbox"/> Industry vertical specific best practices	✓
Operational Health Review	
<input type="checkbox"/> Usage reporting and capacity planning	✓
<input type="checkbox"/> Jointly created customized success plans	✓
<input type="checkbox"/> Regular check ins and comprehensive reviews	✓
Asset Analysis	
<input type="checkbox"/> Subscription, support and maintenance overview	✓
<input type="checkbox"/> Versioning audits and recommendations	✓

Customer obsession is a core cultural value at Cohesity. We are humbled to have been recognized as a Gartner Peer Insights Customer choice for the third time in a row, and to consistently maintain a Net Promoter Score of 90+ based upon satisfied customer feedback.



Learn more about Cohesity Customer Success Management: [Cohesity.com/support](https://cohesity.com/support).

COHESITY



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