



Premium Support

Fast answers, exceptional service

Cohesity Premium Support empowers customers to solve their siloed data and storage challenges with Cohesity web-scale secondary data and applications. We deliver fast, complete, high-quality technical responses all day, every day while striving to achieve the highest level of customer satisfaction. Cohesity Premium Support serves customers across the globe from offices in North America, Europe, and Asia-Pacific.

Fast answers, exceptional service



Around-the-Clock Response

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



Communication Your Way

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



Flexible-Length Contracts

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



Feature & Maintenance Release Access

Premium Support ensures you always get our latest software releases.



Proactive Escalation & Monitoring

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



Parts Delivery

We keep you productive with responsive parts delivery.

Customer-Centric Products and Services

Of course, the Cohesity Premium Support team automatically creates cases when contacted and leverages modern systems to proactively send alerts for issues encountered, speeding resolution with less customer effort. However, our goal is not just to manage problems, but to proactively prevent them, and if issues do occur, address them quickly to ease your operational burdens.

[Cohesity Helios](#), our SaaS-based management solution, directly takes on these challenges. Helios allows you to see, manage, and take action on your secondary data and applications globally—from a single dashboard. Moreover, Helios offers proactive health checks. You receive alerts signalling any software and hardware anomalies with remediation recommendations before an issue negatively impacts your business. And if the worst happens, Helios can call home, giving you peace of mind knowing Helios can automate corrective action with the Cohesity Premium Support team for failure of non-critical system resources. Together Premium Support and Helios prevent issues while ensuring your enterprise gains the business insights that lead to exceptional experiences.



Customer-Centric Products and Services

The Premium Support team is made up of exceptional professionals who have dedicated their careers to helping and serving customers. Because of the commitment of these individuals, Cohesity is proud to have earned the [NorthFace ScoreBoard Award from Omega Management Group Corp](#) for world-class excellence in customer service.

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