Service Brief for Cohesity and Cisco Solutions

Overview

Cisco and Cohesity joint offerings have multiple support options that can be tailored to customer specific needs. All purchases of Cohesity subscription software on Cisco UCS servers include award winning Cohesity premium support. Additional advanced support options provide dedicated resources with technical expertise across our joint solution. Cohesity TAM services offer a focused resource for preemptive support on Cohesity software. Cisco Solution Support provides a primary point of contact for comprehensive support of Cohesity and Cisco products in our joint solution.

Cohesity support

Cohesity Premium Support empowers customers to solve their siloed data and storage challenges with Cohesity web-scale secondary data and applications. Cohesity delivers 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 ongoing 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.
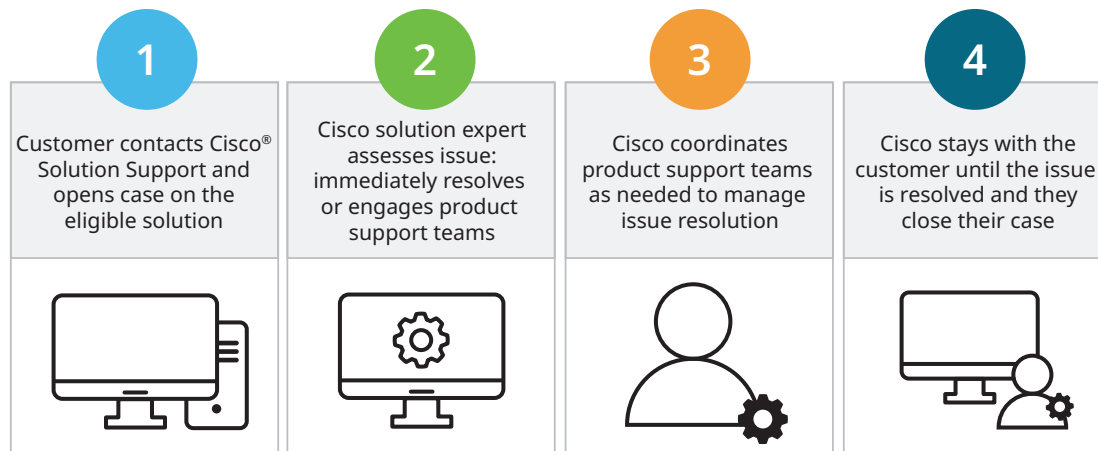
- **Joint Support Collaboration** - We collaborate with Cisco for a superior support experience. A primary point of contact is available for customers who purchase Cisco Solution Support.

- **Award Winning Support** - Cohesity's internal obsession with customer satisfaction has been recognized externally. For three consecutive years, we are privileged to have been awarded the NorthFace ScoreBoard Award from Omega Management Group Corp for exceeding customer expectations.

Cohesity TAM Service

The Cohesity TAM service offering is a named resource that coordinates Cohesity support resources for assigned customers, and helps to quickly resolve support issues. The Cohesity Regional TAM offering is a shared resource that operates during regular business hours in accordance with the customer's local time zone and is aligned with Cohesity's 24/7 escalation management and support services. TAM services include preemptive care, quarterly business reviews, and dedicated escalation management. Cohesity TAMs can be contracted for a fixed-term, typically yearly or multiyear, engagement. Learn more at cohesity.com/support.

Cisco Solution Support

Cisco Solution Support combines Cisco product support— Cisco Smart Net Total Care™ or Software Support—with solution-level support into one service. Purchase Cisco Solution Support for each Cisco hardware product in your solution along with an appropriate Support contract from Cohesity which meets your specific needs. Then if an issue arises with any product, or you only think you may have one, simply contact Cisco. Cisco will directly respond to level 1 support requests for Cohesity software, and then escalate to Cohesity as required until the support issue is resolved. The customer will have the option to contact Cohesity directly at any time. The team of Cisco experts is your primary point of contact, coordinates product support teams when needed, and owns your case from first call to resolution.

1	2	3	4
Customer contacts Cisco® Solution Support and opens case on the eligible solution	Cisco solution expert assesses issue: immediately resolves or engages product support teams	Cisco coordinates product support teams as needed to manage issue resolution	Cisco stays with the customer until the issue is resolved and they close their case

Customers retain the flexibility to contact solution partners directly for product support per their contracts with them.

Frequently Asked Questions:

How do I open a case with Cohesity?

- 24x7 Phone Support
  - AMER: +1-855-9COHESITY, option 2
  - EMEA: +44 (0)113 8681096, option 2
  - APAC: +91 80 67347095
  - Japan: +81 6 4560 2923
- Email: support@cohesity.com
- Online: support.cohesity.com

How do I open a service request with Cisco Solution Support?

- We recommend opening cases online to eliminate time spent explaining your issue. If it is higher than a S4/S3, then also call Cisco TAC to escalate. Open your service request using the Cisco Support Case Manager online tool.

Where do I open a case?

- Customers have the option of opening a case with Cohesity with software issues, and contacting Cisco for hardware issues. If you are unsure on where to open a case, Cohesity SRE are trained globally in Cisco's solution and you can call Cohesity.

- Cohesity cannot initiate or process Hardware Return Material Authorization (RMA). Customers must request hardware RMA directly from Cisco by opening a case with a valid hardware support contract.

- For customers that have purchased Cisco Solution Support they can open a case directly with Cisco, or Cohesity.

What is the SLA of my case when it gets transferred from Cohesity to Cisco and from Cisco to Cohesity?

- Case SLA resets to contractual SLA when a case is transferred from Cohesity to Cisco and from Cisco to Cohesity. For more information on SLAs, please visit:
  - Cohesity Support and Enhanced Services web-site at https://www.cohesity.com/support/
  - Cisco Solution Support with SMARTnet brief at https://www.cisco.com/c/dam/en_us/about/doing_business/legal/service_descriptions/docs/cisco-solution-support-with-smartnet.pdf

How do I escalate a case?

- Cohesity support cases can be escalated within the support portal by clicking on the "Attention Needed" button on the case details page.

- Cisco cases may be escalated to the duty manager.

How do Cohesity and Cisco collaborate?

- Cisco & Cohesity have agreed upon defined processes to jointly support customers. Additionally, customers can get a seamless support experience with Cisco Solution Support.

Where do I get more information?

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

- Learn more about Cisco Solution Support: https://www.cisco.com/c/en/us/services/technical/solution-support.html