

Service Brief for Cohesity and Cisco Solutions

Overview

Cohesity and Cisco offer multiple support options for our joint offerings tailored to our customers' specific needs. All purchases of Cohesity subscription software on Cisco UCS servers include award-winning Cohesity Premium Support. Advanced support options are available through Cohesity Technical Account Manager (TAM) and Platinum services offerings. All levels of Cohesity Support are compatible across Cisco Support levels.

Cohesity Premium Support

Cohesity Premium Support empowers you to successfully adopt Cohesity solutions. We deliver fast, complete, and high-quality technical responses all day, every day, to customers across the globe.

Our exceptional service features:

- **Around-the-clock responses** - Get support 24x7x365.
- **Proactive escalation and monitoring** - Receive guaranteed initial response times: P1 errors in one hour, P2 in two hours, and P3 in four hours.
- **Joint support collaboration** - Receive support jointly from Cohesity and Cisco through various engagement models across Cisco's support offerings.
- **Award-winning support** - Customer satisfaction is Cohesity's internal obsession. For seven consecutive years, Cohesity has received the NorthFace ScoreBoard Award from Omega Management Group Corp for exceeding customer expectations.
- **Communication your way** - Access technical experts by phone, email, and web.
- **Flexible-length contracts** - Choose from an offering of one-to-five-year contracts to support successful rollouts and ongoing maintenance.
- **Feature and maintenance release** - Ensure you always get our latest software releases.

Value-Added Customer Services

For an enhanced customer experience, the following services are also available::

Cohesity Technical Account Manager (TAM) Service

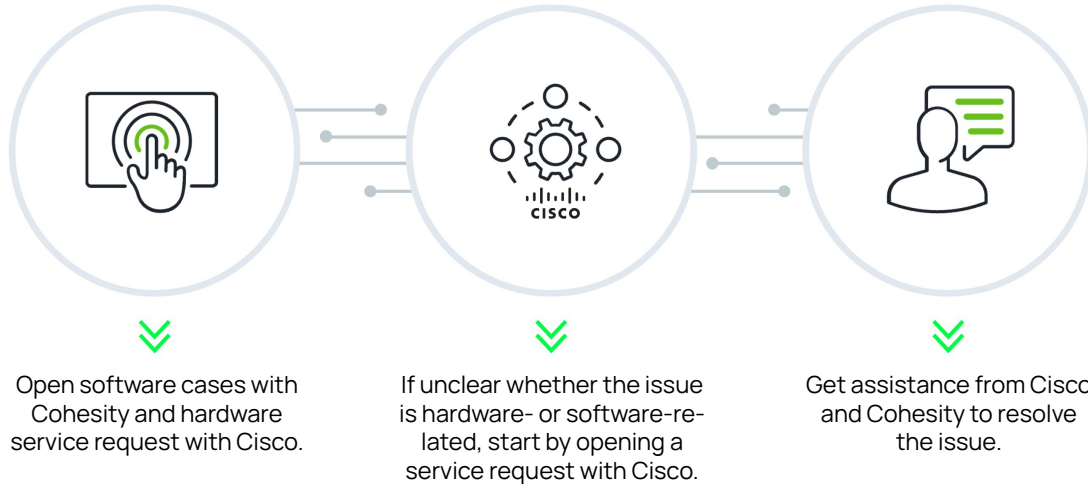
The Cohesity TAM Support Service gives you even more value from your Cohesity investment. Cohesity TAMs combine deep industry and product knowledge with best practice insights from global deployments to help ensure your immediate and long-term success with the Cohesity platform. TAM service customers gain access to a designated professional to advocate for customer needs, coordinate Cohesity resources, and help resolve support issues even more quickly. TAMs work with customers to set goals, share feedback, and drive customer success. They track requested product enhancements and promote roadmap input internally. The TAM service complements the Cohesity Premium Support plan.

Cohesity Platinum Service

The Cohesity Platinum Service is our highest value service offering. It includes priority handling of support cases and account advocacy through direct access to assigned technical experts. Platinum Service customers benefit from additional focused attention and single-point-of-contact issue resolution from a Cohesity Designated Support Engineer (DSE) and a Cohesity TAM. Your DSE works on customer cases as they arise while your TAM continually advocates for your needs, coordinates Cohesity resources to assist in strategic planning, and helps your organization quickly resolve open support issues. Platinum Service is an extension of the Cohesity Premium Support plan.

Cisco Solution Support

Cisco Solution Support eases the burden of triage in a multi-vendor environment. Purchase Cisco Solution Support for each Cisco hardware product in your solution and an appropriate Support contract from Cohesity. Depth of technical expertise also accompanies the service. Find more details on the [Cisco Solution Support page](#).



Steps to Open a Support Case for Joint Cohesity and Cisco Solutions

Frequently Asked Questions

How do I open a case with Cohesity?

- Main Support Line 1-855-784-2293
- Online: support.cohesity.com
- For the full list of global technical support phone numbers, visit <https://www.cohesity.com/support/>

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

- Open a case with Cisco via support bot, website, or phone.
- Find details in the [Technical Services Resource Guide](#).

What if I'm not sure where to initiate my case or service request?

- Open a case with Cohesity for software issues, and open a service request with Cisco for hardware issues. Share the Cohesity case number with Cisco to assist with collaboration.
- If you're unsure whether the issue is related to hardware or software, start by opening a service request with Cisco to begin troubleshooting. This option is available in Cisco Solution Support. Proactive alerting from Cisco and Cohesity will help streamline case resolution.
- If you need to request a hardware Return Material Authorization (RMA) from Cisco, make sure you have a valid support contract and then open a service request with Cisco. Cohesity cannot initiate or process RMAs.

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 at <https://www.cohesity.com/support/>
 - Cisco Solution Support with SMARTnet brief <https://www.cisco.com/c/en/us/about/legal/service-descriptions.html>

How do I escalate a case?

- Cohesity support cases can be escalated within the support portal. On the case details page, click the "Attention Needed" button.
- Cisco cases may be escalated by contacting the [regional technical support center](#) and speaking to the duty manager.

Where can I get more information?

- Learn more about [Cohesity Support and Enhanced Services](#).
- Learn more about [Cisco Solution Support](#).