

# Service Brief for Cohesity and Dell Solutions

## OVERVIEW

The Cohesity and Dell joint solution comes standard with award winning Cohesity Premium software support, including the option of a Cohesity Technical Account Manager (TAM) and Dell's ProSupport care for server hardware support. Tailored options are available to further upgrade software and hardware support levels to meet customer specific needs

Dell and Cohesity collaborate using the Dell Dedicated OEM Queue, a technical support queue available at no additional cost for Dell ProSupport customers. This queue allows the two companies to work together seamlessly and quickly to resolve customer support issues.

## COHESITY PREMIUM 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.

- **Support Collaboration** - We collaborate with Dell via the Dell OEM Queue for a superior support experience for ProSupport customers. Dell and Cohesity product teams work closely together to provide interoperability and to enhance the customer experience.
- **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](https://cohesity.com/support).

## DELL PROSUPPORT

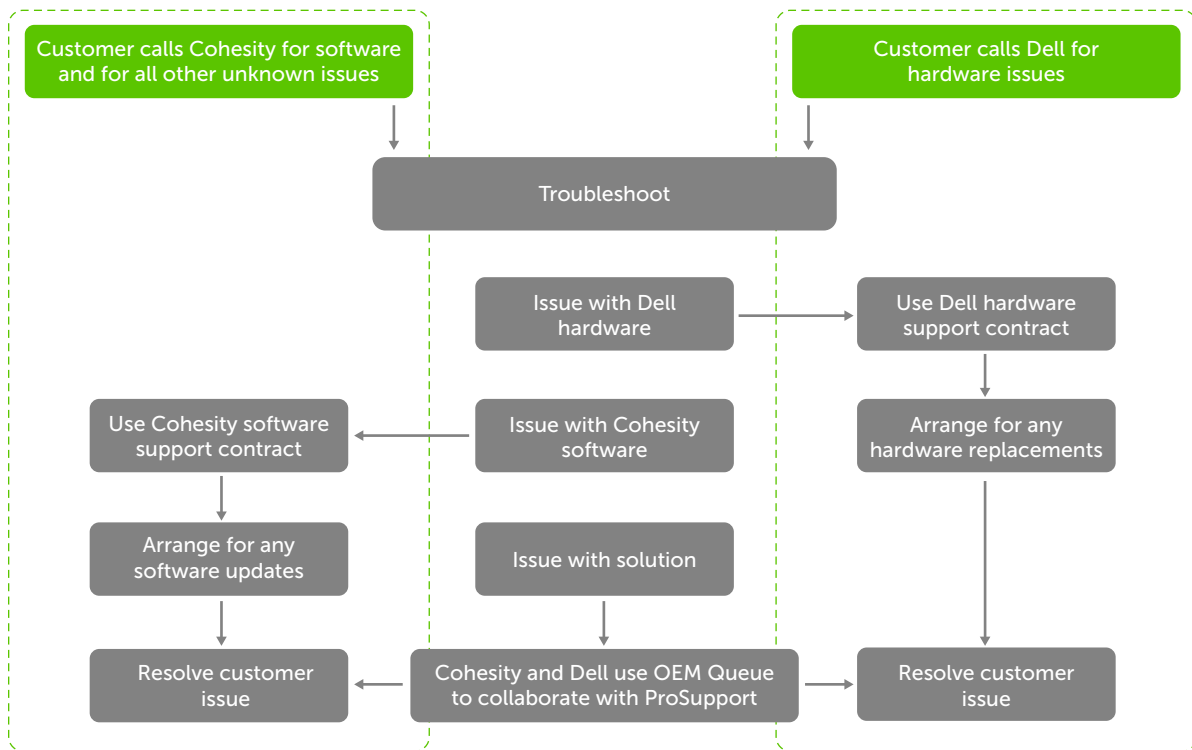
Dell ProSupport for Enterprise provides access on a 24x7 basis (including holidays) to the Dell EMC Customer Service and Support organization for troubleshooting assistance of Products. It also offers on-site dispatch of a technician and/or delivery of replacement parts to the Installation Site or other Customer business location approved by Dell EMC.

BASIC	PROSUPPORT
<ul style="list-style-type: none"> <li>• Part only support for most parts</li> <li>• Next-business-day response</li> <li>• Business hours support</li> <li>• No escalation management</li> <li>• Out of region phone sSupport</li> <li>• Support on SATA drives limited to 1 year (enterprise only)</li> </ul>	<ul style="list-style-type: none"> <li>• Access to OEM queue support team</li> <li>• 4 hour or next business day response</li> <li>• In region phone support</li> <li>• 24x7x365 phone support with Secure Remote Tool set</li> <li>• Global Command Center Case Management</li> <li>• Emergency dispatch</li> <li>• Escalation management</li> <li>• Collaborative support</li> <li>• Support assist</li> <li>• Additional 90-day warranty on OEM Ready and XL product</li> </ul>

**COHESITY AND DELL CALL FLOW**

The Dell Designated OEM Queue combines Dell ProSupport with an additional technical support queue for Cohesity at no additional cost. Purchase Dell ProSupport for each Dell server in your solution along with an appropriate support contract

from Cohesity which meets your specific needs. Then, if an issue arises with any product, Cohesity can escalate to Dell as required until the support issue is resolved. The customer will have the option to contact Dell directly at any time.



*Cohesity & Dell support call flow*

**FREQUENTLY ASKED QUESTIONS:****Where do I open a case?**

- Customers have the option of opening a case with Cohesity with software issues and contacting Dell for hardware issues. If you are unsure on where to open a case, Cohesity SRE are trained globally in Dell's solution and you can call Cohesity.
- Cohesity cannot initiate or process Hardware Return Material Authorization (RMA). Customers must request hardware RMA directly from Dell by opening a case with a valid hardware support contract

**How do I open a case with Cohesity?**

- 24x7 Phone Support
  - United States & Canada: +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 Dell?**

- 24x7 Phone Support – choose a country/region at <https://www.dell.com/support/contents/en-ly/article/contact-information/technical-support/technical-support-phone-numbers>.
- Online: Enter a service tag at <https://www.dell.com/support/home/en-ly?c=&l=&s=>.

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

- Case SLA resets to contractual SLA when a case is transferred.

**How do I escalate a case?**

- Cohesity support cases can be escalated within the support portal.
- Dell cases can be escalated with the duty manager.

**How do Cohesity and Dell collaborate?**

- Cohesity and Dell collaborate using the Dell Designated OEM Queue, a designated phone queue staffed with senior-level agents trained in the unique requirements of OEMs. This optional technical support queue capability is available at no additional cost for Dell ProSupport or ProSupport for OEM customers with tags residing in the Americas region.

**Where do I get more information?**

- Learn more about Cohesity Support and Enhanced Services at [www.cohesity.com/support](http://www.cohesity.com/support).
- Learn more about Dell ProSupport at [https://www.dell.com/learn/us/en/uscorp1/legal\\_docs/prosupport-for-enterprise-sd-en.pdf](https://www.dell.com/learn/us/en/uscorp1/legal_docs/prosupport-for-enterprise-sd-en.pdf) and [https://www.dellemc.com/resources/en-us/auth/asset/offering-overview-documents/services/ProSupport\\_for\\_Enterprise\\_Dell EMC\\_Data\\_Sheet.pdf](https://www.dellemc.com/resources/en-us/auth/asset/offering-overview-documents/services/ProSupport_for_Enterprise_Dell EMC_Data_Sheet.pdf).