

# Service Brief for Cohesity and HPE Solutions

## OVERVIEW

The Cohesity and HPE joint solution comes standard with award winning Cohesity Premium software support, including the option of a Cohesity Technical Account Manager (TAM), and HPE's Pointnext Foundation Care comprehensive HPE ProLiant and Apollo server hardware support. Tailored options are available to further upgrade software and hardware support levels to meet customer specific needs.

HPE and Cohesity collaborate using TSANet, a leading not-for-profit vendor-neutral operational framework that allows the two companies to work together seamlessly and quickly resolve customer support issues.

## COHESITY PREMIUM SUPPORT

Cohesity Premium Support empowers customers to quickly and easily resolve any issues that they may encounter with the joint Cohesity and HPE solution. 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 Resolution, 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 to 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 HPE Pointnext Services via TSANet for a superior support experience. HPE and Cohesity product teams work closely together to provide interoperability and to enhance the customer experience.
- **Award Winning Support** - Cohesity's obsession with customer satisfaction has been widely recognized in the industry. 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 enables quick resolution of 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 multi-year engagements. Learn more at [cohesity.com/support](https://cohesity.com/support).

## HPE POINTNEXT SERVICES FOUNDATION CARE

HPE Pointnext Services Foundation Care provides support that helps you meet today's IT demands and evolve for tomorrow's needs. HPE Pointnext Services has streamlined its portfolio to offer five service levels that are easy to understand and buy, and easier to align to your business needs. They are also more personalized to deliver the information you need, when and where you need it. HPE Pointnext Services offers a call-to-repair commitment that provides one of the highest levels of reactive support coverage in the industry, and the ability to connect with HPE with easy, robust tools. You can choose the coverage windows, response times, and support duration that meets your budget and availability commitments.

## Cohesity and HPE Coordinated Support – OEM Orders

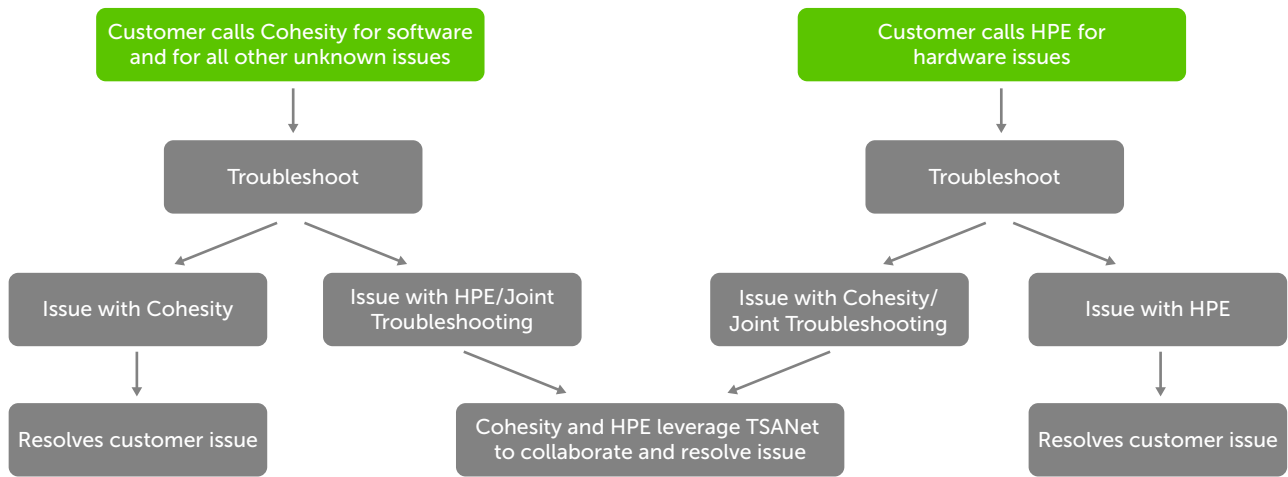


Fig: Cohesity & HPE support call flow

### FREQUENTLY ASKED QUESTIONS:

#### Where do I open a case?

Customers have the option of opening a case with Cohesity for software issues, and HPE for hardware issues. If you are unsure on where to open a case, Cohesity’s global support team is trained in HPE’s solution and you can contact Cohesity to get started.

#### 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](mailto:support@cohesity.com)
- Online: [support.cohesity.com](https://support.cohesity.com)

#### How do I open a service request with HPE Pointnext Services Foundation Care?

Access HPE’s support center at <https://support.hpe.com/hpsc/public/home>

#### What is the SLA of my case when it gets transferred from Cohesity to HPE Pointnext Services and from HPE Pointnext Services to Cohesity?

Case SLA resets to contractual SLA when a case is transferred from Cohesity to HPE Pointnext Services and from HPE Pointnext Services to Cohesity. For more information on SLAs

please visit:

- Cohesity SLA <https://www.cohesity.com/support/>
- HPE SLA <https://h20195.www2.hpe.com/V2/GetPDF.aspx/4AA4-8876ENW.pdf>

#### How do I escalate a case?

- Cohesity support cases can be escalated within the support portal by selecting the “Attention Needed” button.
- HPE Pointnext Services cases can be escalated with the duty manager.

#### How do Cohesity and HPE collaborate?

- HPE Pointnext Services & Cohesity collaborate using TSANet, a vendor-neutral global support community, to provide an enhanced customer experience.

#### Where do I get more information?

- Learn more about Cohesity Support and Enhanced Services at [www.cohesity.com/support](https://www.cohesity.com/support).
- Learn more about HPE Pointnext Foundation Care: <https://support.hpe.com/hpsc/public/home>