

Service Brief for HPE Solutions with Cohesity

Overview

HPE Solutions with Cohesity comes standard with award-winning Cohesity Premium software. Customers have the option to have access to a Cohesity Technical Account Manager (TAM) services or upgrade to the Platinum service that delivers a dedicated resource for proactive support on Cohesity software, and comprehensive hardware support on HPE ProLiant and Alletra servers. Tailored options are available to further upgrade software and hardware support levels to meet customer specific needs.

And now we're making getting support easier with HPE Global Service Event Management (GSEM), featuring shared ticket management fully integrated with Cohesity Salesforce.

HPE-Cohesity GSEM Support

Seamless Experience: We can collaborate between Cohesity and HPE without missing a beat, making your support journey smoother and more connected. This tool will remove duplication of work creating duplicate tickets between the two companies.

Faster Responses: Our teams can now work more efficiently behind the scenes, ensuring tickets are routed to the right teams, sharing logs, resolving your tickets more quickly than ever.

Smarter Support: All parties will see ticket updates in real time, tickets will require less manual intervention during routing and all communications will be in a centralized system.

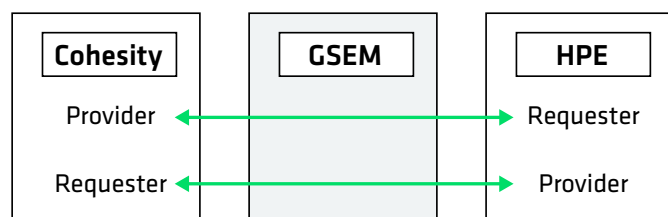


Fig. 1: HPE Global Service Event Management (GSEM) model.

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 and 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 Services via GSEM 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 seven 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 Support Service provides the highest possible value from a Cohesity investment. Cohesity TAMs combine deep industry and product knowledge with best-practice insights from global deployments to ensure the immediate and long-term success of the Cohesity platform. TAM customers gain access to a named individual who advocates for customer needs, coordinates Cohesity resources, and helps resolve support issues quickly. TAMs work with customers to set goals, share feedback, and drive action. They track requested product enhancements and promote roadmap input internally. The TAM service complements the Cohesity Support plan.

Cohesity Platinum Service

Cohesity Platinum Service provides customers with 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. As named individuals, a DSE works on customer cases as they arise while your TAM continually advocates customer needs, coordinates Cohesity resources to assist in strategic planning, and helps organizations quickly resolve open support issues. Platinum Service is an extension of Cohesity's Premium Support plan.

HPE Services Tech Care

HPE Services Tech Care provides support that helps you meet today's IT demands and evolve for tomorrow's needs. HPE Services has streamlined its portfolio to offer three 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 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.

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
 - For the full list of global technical support phone numbers visit, <https://www.cohesity.com/support/>
- Online: support.cohesity.com

How do I open a service request with HPE Services Tech Care?

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

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

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

- **Cohesity SLA** <https://www.cohesity.com/support/>
- **HPE SLA** <https://www.hpe.com/us/en/collaterals/collateral.a00108652enw.html>

How do I escalate a case?

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

How do Cohesity and HPE collaborate?

- **Global Service Event Management (GSEM)** – a capability that allows automatically transmitting calls between Call Handling Systems (CHS) without manual intervention. GSEM improves communication between Cohesity and HPE by enabling faster responses and smarter support. You can learn more about HPE GSEM [here](#).

Where do I get more information?

- Learn more about Cohesity Support and Enhanced Services at www.cohesity.com/support.
- Learn more about HPE Services Tech Care: <https://support.hpe.com/hpesc/public/home>

© 2025 Cohesity, Inc. All rights reserved.

Cohesity, the Cohesity logo, SnapTree, SpanFS, DataPlatform, DataProtect, Helios, and other Cohesity marks are trademarks or registered trademarks of Cohesity, Inc. in the US and/or internationally. Other company and product names may be trademarks of the respective companies with which they are associated. This material (a) is intended to provide you information about Cohesity and our business and products; (b) was believed to be true and accurate at the time it was written, but is subject to change without notice; and (c) is provided on an "AS IS" basis. Cohesity disclaims all express or implied conditions, representations, warranties of any kind.

COHESITY

cohesity.com

1-855-926-4374

2625 Augustine Drive, Santa Clara, CA 95054

8100031-004-EN 9-2025