

# Service Brief for HPE GreenLake Support

## Overview

HPE GreenLake with Cohesity Data Cloud solution comes standard with award-winning Cohesity Premium software support. 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.

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 to resolve customer support issues.

## Cohesity Premium Support

Cohesity Premium Support empowers customers to simplify and secure siloed data with Cohesity Data Cloud. 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.

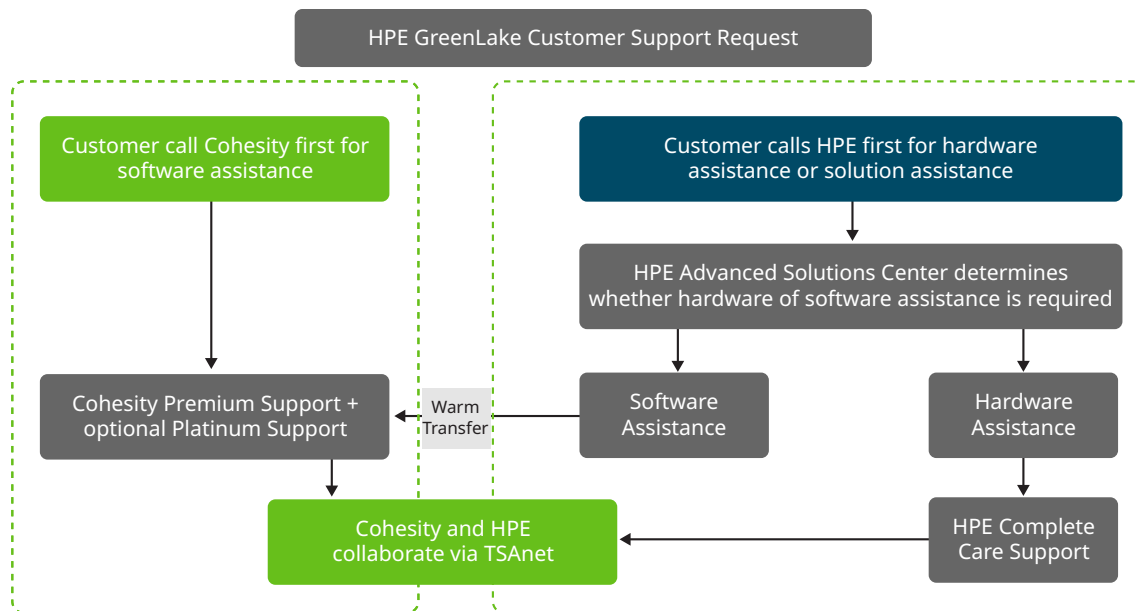
- **Support Collaboration** - We collaborate with HPE Services via TSANet for a superior support experience. HPE and Cohesity product teams work closely together to provide interoperability and to enhance the customer experience.
- **Award Winning Support** - Cohesity's internal obsession with customer satisfaction has been recognized externally. 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.



Cohesity &amp; HPE GreenLake support call flow

## HPE Services Complete Care

HPE Services Complete Care provides an enhanced call experience with priority access. All GreenLake Flex Solution customers receive an assigned account team with access to local and global experts. HPE Services provide proactive, optimized, and operational support services options for Hybrid IT, cloud, and DevOps environments.

## Frequently Asked Questions:

### Where do I open a case?

- For hardware issues and unknown software issues, HPE takes the first call for GreenLake Flex Solution customer support requests. Customers have the option of opening a case with Cohesity directly for software known issues.

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

- 24x7 Phone Support
  - Main Support Line 1-855-784-2293
  - For the full list of global technical support phone numbers visit, <https://www.cohesity.com/support/>
- Online: [support.cohesity.com](https://support.cohesity.com)

### How do I open a service request with HPE Services Complete 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:
  - <https://www.cohesity.com/support/>
  - <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 or by emailing [escalation@cohesity.com](mailto:escalation@cohesity.com).
- HPE Services cases can be escalated with the duty manager.

### How do Cohesity and HPE collaborate?

- HPE 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 Service Complete Care: <https://support.hpe.com/hpesc/public/home>