Service Brief for HPE Greenlake Support

OVERVIEW

HPE Greenlake with Cohesity DataPlatform solution comes standard with award winning Cohesity Premium software support, including the option of a Cohesity Technical Account Manager (TAM), and HPE's Pointnext DataCenter Care Services server hardware support.

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 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 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 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.

HPE POINTNEXT SERVICES DATACENTER CARE

HPE Pointnext Services DataCenter Care provides an enhanced call experience with priority access. All Greenlake Flex Capacity customers receive an assigned account team with access to local and global experts. HPE PointNext proactive, optimized, and operational support services options for Hybrid IT, cloud, and DevOps environments.
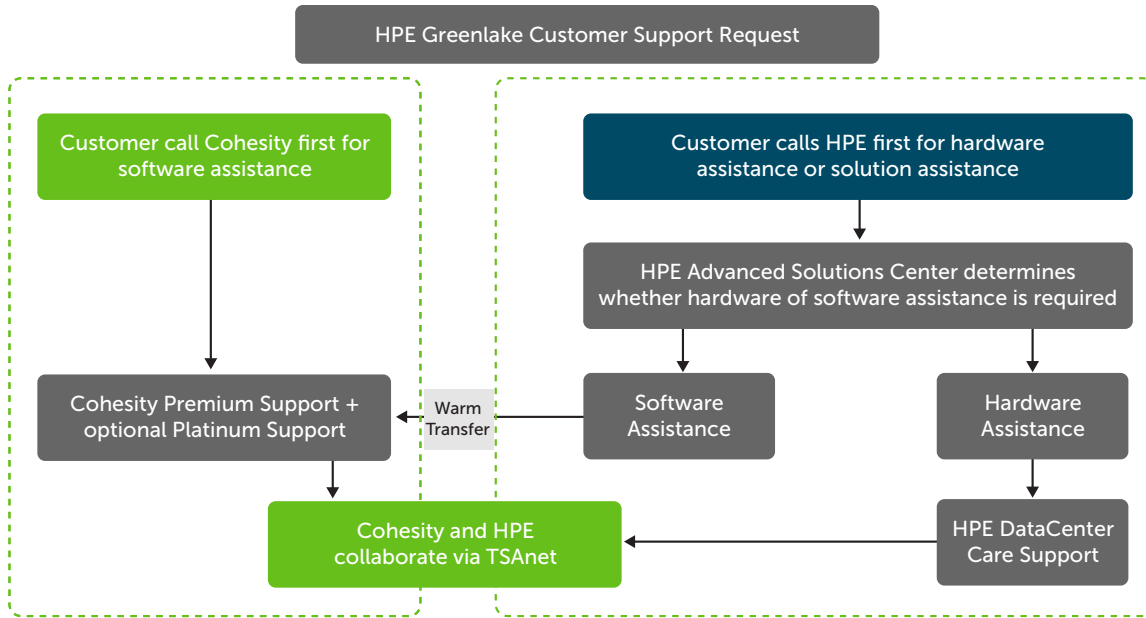
Cohesity & HPE Greenlake support call flow

FREQUENTLY ASKED QUESTIONS:

Where do I open a case?

- For hardware issues and unknown software issues, HPE takes the first call for Greenlake flex capacity 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
  - 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 HPE Pointnext Services DataCenter 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 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:
  - 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.
- 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.
- Learn more about HPE Pointnext DataCenter Care: https://support.hpe.com/hpesc/public/home