

DATA SHEET

Commvault® Cloud Success Services: Essential Success Offering

“To be our customers’ most trusted advisors”

OVERVIEW

Commvault Cloud is a strategic investment for your organization. Commvault Cloud Success Services helps align the capabilities of the product with your business initiatives, proactively monitors your environment, and provides expert guidance to maximize the solution’s potential. Commvault Cloud Success Services enable you to drive the outcomes that matter most, stay ahead of the curve, and unlock incremental business value for your organization.

KEY BENEFITS

-  Achieve faster time to value with key business objectives
-  Get the most out of your investment in Commvault
-  Engage with Commvault and industry experts
-  Learn from recommended practices on how to achieve success
-  Gain access to valuable information via the Commvault Community and various events
-  Receive product roadmap updates with twice-yearly updates
-  Receive regular updates, detailed insights, and proactive guidance for your environment

ESSENTIAL SUCCESS

The Essential Success tier provides a quick and efficient way to get started with Commvault Cloud. It includes a designated Technical Account Manager (TAM) and access to a Success Account Manager (SAM). This offers a great opportunity for businesses looking to maximize their investment and achieve faster time to value.

Essential Success Features

Technical Account Manager (TAM): Provides strategic guidance and advice on achieving your business goals. Recommendations are tailored to your environment and requirements, including upgrade and growth planning.

Success Account Manager (SAM): Focused on tactical remediation and analysis. They are your internal champion within Commvault.

Proactive and Predictive Approach: Identify potential issues before they become major concerns and provide steps to improve.

Business Process Improvement: Your business demands continuous improvement for cyber resilience. The Essential Success offering will help guide you to keep your Commvault platform in line with the latest cyber resilience best practices.

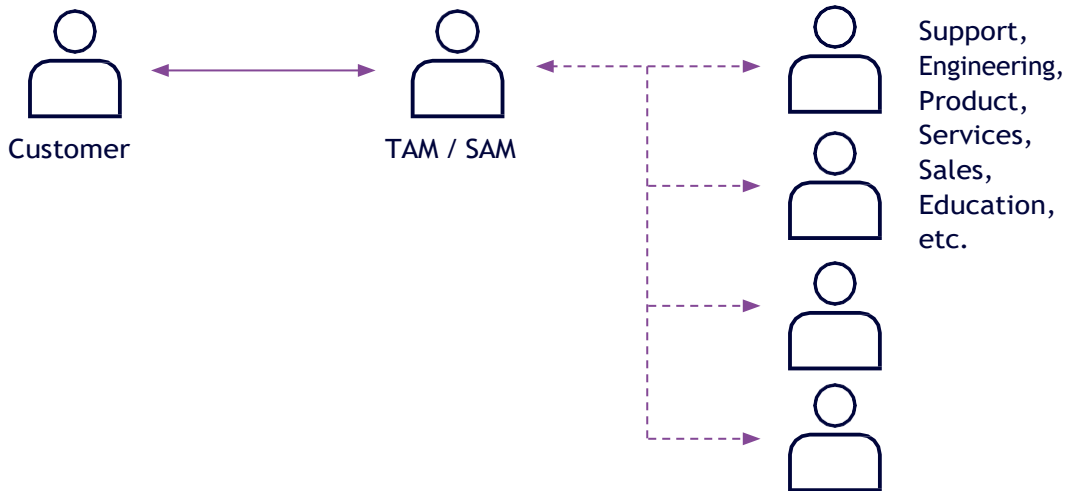
Detailed Reporting and Metrics: Key highlights and summaries are reviewed during quarterly business reviews to make sure your team is constantly in sync with your objectives.

Service Expertise: Commvault’s world-class center of excellence (CoE) team is utilized to drive an outstanding experience at a reduced cost.

WHAT ARE THE ROLES WITHIN THE ESSENTIAL SUCCESS OFFERING?

How the TAM and SAM roles work:

Title	Technical Account Manager (TAM)	Success Account Manager (SAM)
Headline	Strategic advisor and consultant	Tactical liaison between the customer and Commvault support
Key Objectives	<ul style="list-style-type: none"> • Proactive engagement • Help customer define both short and long-term strategy • Deep understanding of the customers overall environment and their mission • Trusted advisor • Assist customers to achieve desired business objectives 	<ul style="list-style-type: none"> • Provides tactical help to the customer, as and when required • Actively monitors customers environment, providing frequent updates • Proactive in getting customer issues moved forward within Commvault • The customers “champion” internally
Technical Focus	High (Expert Certified or equivalent)	Medium
Proactive Engagement	✓	✓



To learn more, visit commvault.com