

## AUTOMATION AND ORCHESTRATION SERVICES

# Automation Assistance

## HIGHLIGHTS

- **Expert Consultation:** Receive guidance from experienced engineers to assess workflows, identify automation opportunities, and recommend the best tools and strategies.
- **API Guidance:** Leverage the expertise of engineers skilled in utilizing Commvault's comprehensive API features.
- **Knowledge Transfer:** Assist your team gain the necessary skills and knowledge to maintain and expand automation solutions independently.
- **Best Practices:** Benefit from vendor best practices for leveraging APIs, building workflow automation and Command Center apps.

## OFFERING SUMMARY

The Automation Assistance Service is designed to help organizations achieve their automation goals through consultation and hands-on Q&A sessions with experienced engineers. This service empowers customers to build and implement and maintain their own automation.

Automation Assistance Service: Whether you're starting from scratch or enhancing an existing system, this service aims to provide customer teams with strategic guidance and support to achieve their desired outcomes. This service aims to increase customer team efficiency and productivity and achieve cost savings.

## CUSTOMER OUTCOMES

- **Improved Efficiency:** Increase the efficiency of customer automation teams by providing trusted advisors who are experts in Commvault APIs and automation.
- **Reduced Risk:** Partnering with the A&O team through this service helps avoid common pitfalls and achieve better performance through informed design decisions.
- **Cost Savings:** Help with cost savings by reducing implementation time, optimizing automation solutions and reducing dependency on external support.



## KEY COMPONENTS AND BENEFITS

- **Consultation Services**
  - Book days of A&O team time to utilize in blocks.
  - Time can be utilized for Automated Backup and Recovery Configuration, Monitoring and Reporting, and general Q&A.
- **Expert Guidance**
  - Assess current automation and identify opportunities.
  - Recommend tools and strategies to achieve the desired outcome.
- **Customized Solutions**
  - Receive expert assistance with designing automation to fit unique requirements.
- **Knowledge Transfer**
  - Equip internal teams with skills and knowledge to maintain and expand automation solutions independently.
  - Foster self-sufficiency and reduce dependency on external support.

## AUTOMATION AND ORCHESTRATION METHODOLOGY

The Automation and Orchestration team works closely with customers at the beginning of every engagement to determine the scope of work, process workflow, deliverables, and implementation timelines. Once these components are defined, Commvault engineers will:

- Design, build, and/or assist based on customer-specific requirements
- Assist the customer with acceptance testing in alignment with the agreed-upon test plan and criteria
- Support internal IT staff to deploy to production
- Provide hands-on knowledge transfer to enable a seamless transition

To learn more, visit [commvault.com](https://www.commvault.com)