

Key Benefits:

- **Assigned Technical Account Manager (TAM):** helps provide strategic guidance and advice on the best way to achieve your business goals. Recommendations are tailored to your environment and requirements.
- **Remote Success Account Manager (SAM):** focused on tactical remediation and analysis. Your internal champion within Commvault.
- **Proactive and predictive approach:** identify potential issues before they become major concerns and provide steps to improve.
- **Business process improvements:** your business demands constant improvement for your data protection environment. ESP will guide you to help your Commvault investment meet those demands.
- **Detailed reporting and metrics,** shared on a regular basis. Highlighted and summarized during quarterly business reviews, ensuring ESP is constantly in sync with your objectives.
- **Enhanced Service Level Objectives (SLOs):** faster response for support incidents including Severity0 (Catastrophic) level incidents, exclusively available to ESP subscribers.

The Enterprise Success Program (ESP)

Providing our customers with high touch Commvault experts, responsible for maximizing the value and benefits of their Commvault platform.

Overview

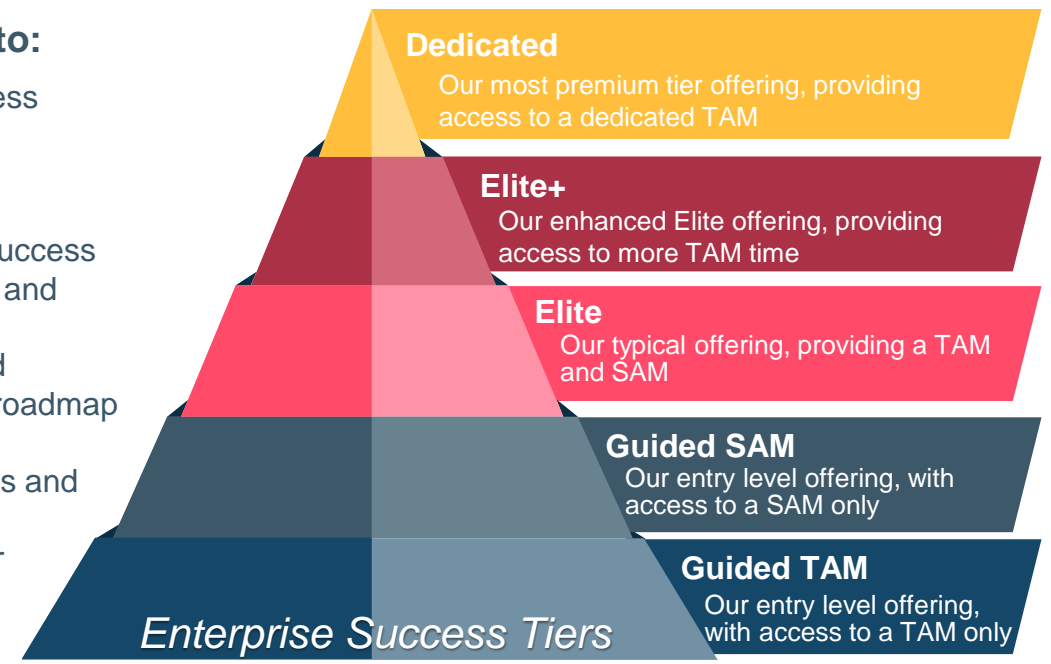
Your business data is the key to your success. Your Commvault solution is more than just industry-leading data management software. It's a strategic investment. Maximize your return with Commvault Enterprise Success.

Commvault's paid Enterprise Success model aims to align Commvault's capabilities to your business initiatives and helps you drive the outcomes which matter most.

We proactively monitor your environment to ensure you get the most out of the solutions you own, provide insights into Commvault's roadmap, and highlight features that will benefit your business most. We also proactively identify ways we can deliver incremental business value, from Core to Metallic.

With Enterprise Success, organizations can expect to:

- ✓ Achieve faster time to value when it comes to your key business objectives
- ✓ Ensure you are getting the most out of your investment
- ✓ Engage with industry experts and Commvault veterans
- ✓ Learn from recommended practices on how to best achieve success
- ✓ Gain access to useful information via Commvault Community and various events throughout the year
- ✓ Stay informed on our product roadmap with both personalized sessions from our Roadmap Ambassadors, and twice-yearly roadmap updates
- ✓ Take advantage of optional service credits for training, projects and other ad-hoc PS engagements
- ✓ Be provided with regular updates and detailed insights of your environment with proactive guidance



Commvault's Support and Success offerings with key value differentiators

Support

Standard

Premium

Enterprise Success Program (ESP)

Guided Success [TAM Only]

Guided Success [SAM Only]

Elite Success

Elite+ Success

Dedicated Success

Service Summary	Business Hours	24/7 Response
Telephone Based Support	12 x 5 x 365	24 x 7 x 365
Product Updates & Fixes	✓	✓
Modern Communication Help Tools	✓	✓
Remote Success Account Manager (SAM)		
Enhanced Service Level Objectives		
Access to SEV0 (Catastrophic)		
Proactive CommCell Monitoring & Advanced Reporting		
Assigned Technical Account Manager (TAM)		
Critical Care Review		
Quarterly Business Reviews		
Roadmap Webinar & Ambassador Sessions		
Services Credits (*optional)		

Advisory	Tactical	Optimised	Enhanced	Complete
24 x 7 x 365	24 x 7 x 365	24 x 7 x 365	24 x 7 x 365	24 x 7 x 365
✓	✓	✓	✓	✓
✓	✓	✓	✓	✓
	✓	✓	✓	✓
	✓	✓	✓	✓
		✓	✓	✓
	✓	✓	✓	✓
20%		20%	50%	100%
✓		✓	✓	✓
		✓	✓	✓
✓	✓	✓	✓	✓
	✓	✓	✓	✓

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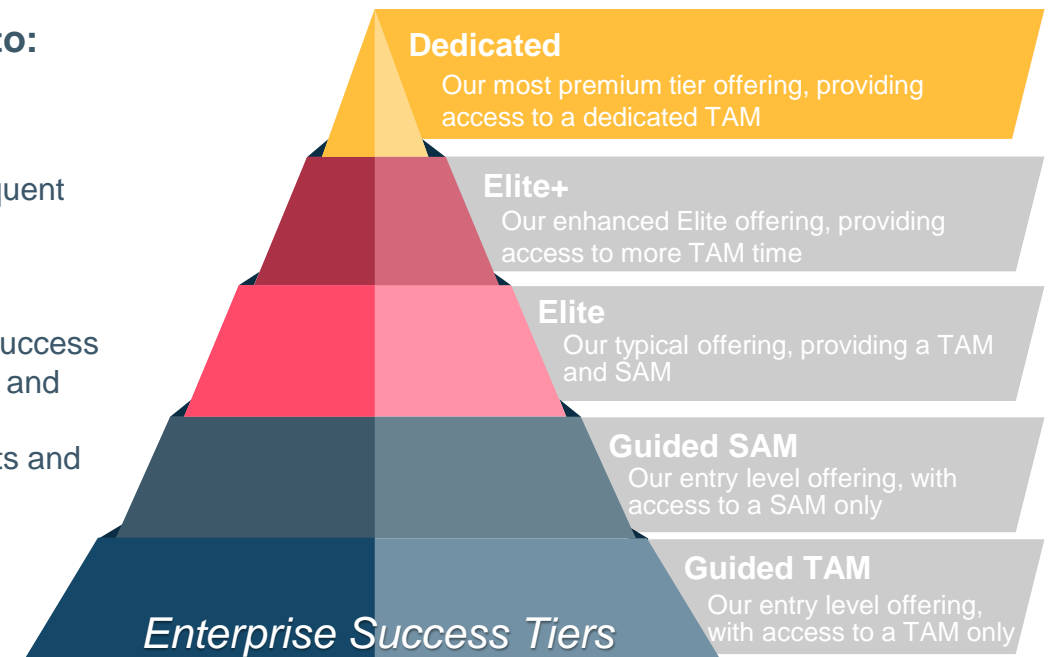
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The Dedicated Success offering provides an assigned Technical Account Manager (TAM), who acts as strategic advisor and consultant as well as a remote Success Account Manager (SAM), who acts as a tactical liaison between the customer and Commvault Support/Engineering teams.

With Dedicated Success, organizations can expect to:

- ✓ Have a TAM 100% assigned to them
- ✓ Benefit from personalized access to tactical help
- ✓ Receive active monitoring of their environment, providing frequent updates (requires upload to Commvault Cloud)
- ✓ Have issues proactively moved forward within Commvault
- ✓ Engage with a team who is their "Commvault Champion"
- ✓ Learn from recommended practices on how to best achieve success
- ✓ Gain access to useful information via Commvault Community and various events throughout the year
- ✓ Take advantage of optional service credits for training, projects and other ad-hoc PS engagements
- ✓ Engage with their SAM remotely or in-person



Key Benefits:

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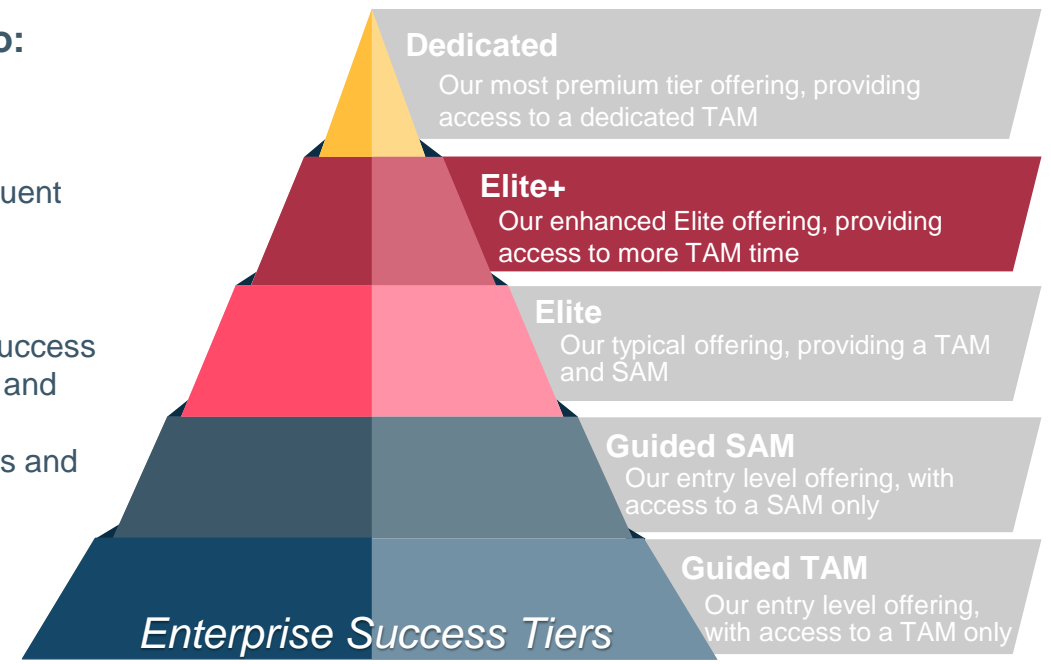
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The Elite Success Plus offering provides additional time allocation from your Technical Account Manager (TAM), who serves as your strategic advisor and consultant as well as a remote Success Account Manager (SAM), who acts as a tactical liaison between your team and Commvault Support/Engineering teams.

With Elite Success Plus, organizations can expect to:

- ✓ Have a TAM 50% allocated to them
- ✓ Benefit from personalized access to tactical help
- ✓ Receive active monitoring of their environment, providing frequent updates (requires upload to Commvault Cloud)
- ✓ Have issues proactively moved forward within Commvault
- ✓ Engage with a team who is their "Commvault Champion"
- ✓ Learn from recommended practices on how to best achieve success
- ✓ Gain access to useful information via Commvault Community and various events throughout the year
- ✓ Take advantage of optional service credits for training, projects and other ad-hoc PS engagements
- ✓ Engage with their SAM remotely or in-person



Key Benefits:

- **Assigned Technical Account Manager (TAM):** helps provide strategic guidance and advice on the best way to achieve your business goals. Recommendations are tailored to your environment and requirements.
- **Remote Success Account Manager (SAM):** focused on tactical remediation and analysis. Your internal champion within Commvault.
- **Proactive and predictive approach,** identify potential issues before they become major concerns and provide steps to improve.
- **Business process improvements:** your business demands constant improvement for your data protection environment. ESP will guide you to help your Commvault investment meet those demands.
- **Detailed reporting and metrics,** shared on a regular basis. Highlighted and summarized during quarterly business reviews, ensuring ESP is constantly in sync with your objectives.
- **Enhanced Service Level Objectives (SLOs):** faster response for support incidents including Severity0 (Catastrophic) level incidents, exclusively available to ESP subscribers.

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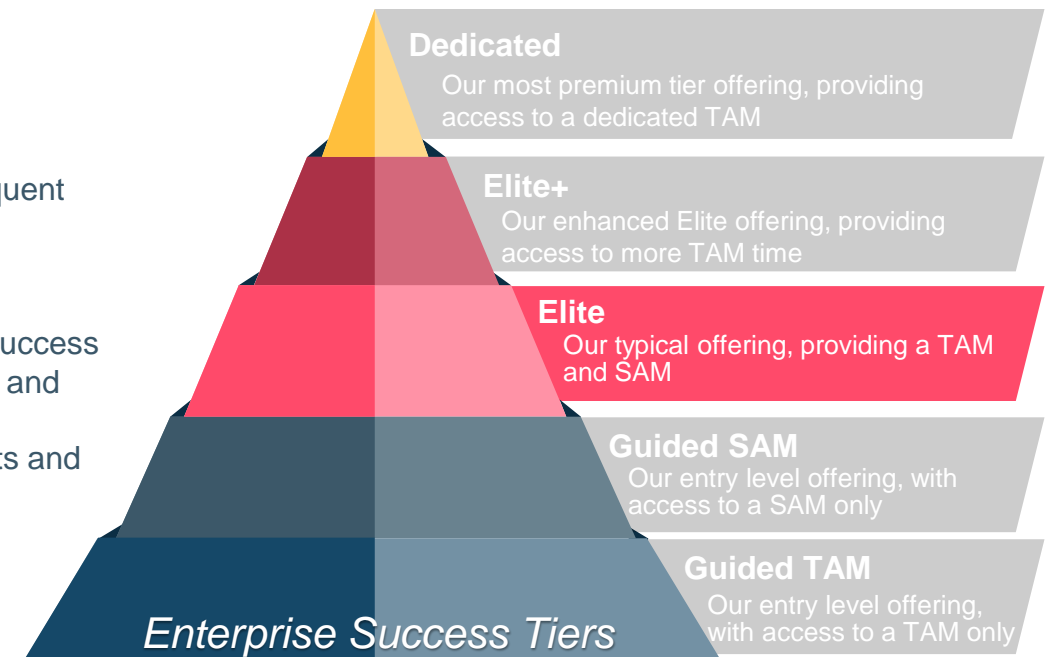
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The Elite Success offering provides an assigned Technical Account Manager (TAM), who serves as your strategic advisor and consultant, as well as a remote Success Account Manager (SAM), who acts as a tactical liaison between your team and Commvault Support/Engineering teams.

With Elite Success, organizations can expect to:

- ✓ Have up to 20% of their TAM's time allocated to them
- ✓ Benefit from personalized access to tactical help
- ✓ Receive active monitoring of their environment, providing frequent updates (requires upload to Commvault Cloud)
- ✓ Have issues proactively moved forward within Commvault
- ✓ Engage with a team who is their "Commvault Champion"
- ✓ Learn from recommended practices on how to best achieve success
- ✓ Gain access to useful information via Commvault Community and various events throughout the year
- ✓ Take advantage of optional service credits for training, projects and other ad-hoc PS engagements
- ✓ Engage with their SAM remotely or in-person



Key Benefits:

- **Remote Success Account Manager (SAM):** focused on tactical remediation and analysis. Your internal champion within Commvault.
- **Proactive and predictive approach:** identify potential issues before they become major concerns and provide steps to improve.
- **Detailed reporting and metrics,** shared on a regular basis. Highlighted and summarized during monthly reviews, ensuring ESP is constantly aligned to your success.
- **Enhanced Service Level Objectives (SLOs):** faster response times for support incidents.
- **Enhanced Support experience:** the SAM will help to internally drive focus on your issues and will manage escalations that may arise.
- **Roadmap Webinar & Ambassador Sessions:** be invited to join the bi-annual roadmap sessions, which are exclusive to ESP customers, along with the option to setup a [one per year] personalized roadmap ambassador session, specifically for your environment.

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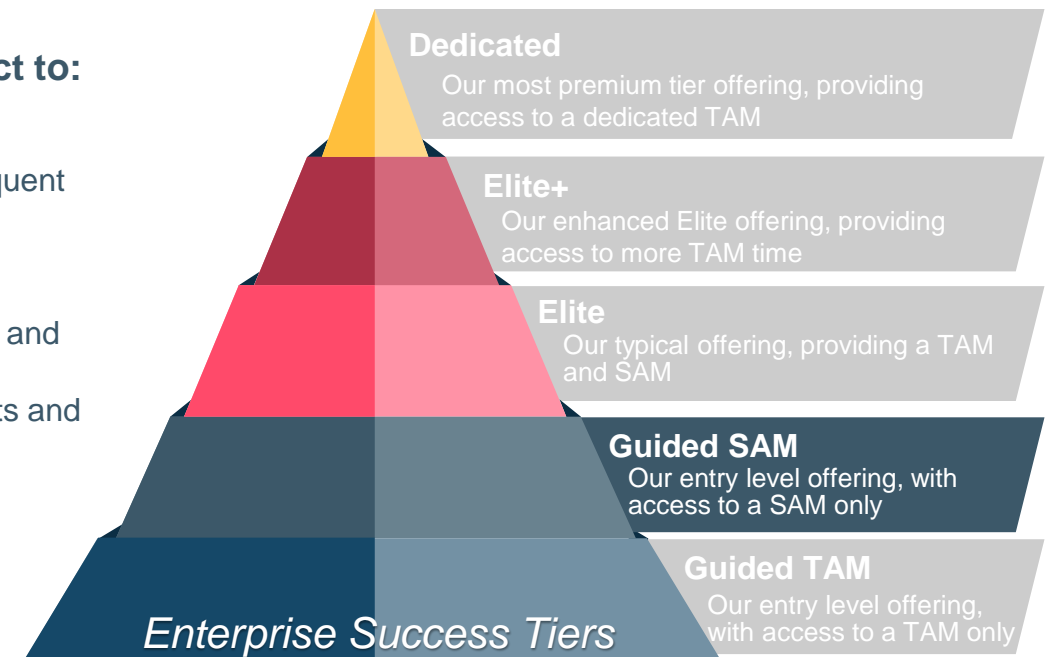
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The Guided Success SAM offering provides a remote Success Account Manager (SAM), who acts as a tactical liaison between the customer and Commvault Support/Engineering teams.

With Guided Success SAM, organizations can expect to:

- ✓ Benefit from personalized access to tactical help
- ✓ Receive active monitoring of their environment, providing frequent updates (requires upload to Commvault Cloud)
- ✓ Have issues proactively moved forward within Commvault
- ✓ Engage with a resource who is their "Commvault Champion"
- ✓ Gain access to useful information via Commvault Community and various events throughout the year
- ✓ Take advantage of optional service credits for training, projects and other ad-hoc PS engagements



Key Benefits:

- **Assigned Technical Account Manager (TAM):** helps provide strategic guidance and advice on the best way to achieve your business goals. Recommendations are tailored to your environment and requirements.
- **Proactive and predictive approach:** identify potential issues before they become major concerns and provide steps to improve.
- **Business process improvements:** your business demands constant improvement for your data protection environment. ESP will guide you to help your Commvault investment meet those demands.
- **Critical Care Reviews:** periodic high-level assessments of your Commvault operations, using Commvault's health metrics reporting.
- **Roadmap Webinar & Ambassador Sessions:** be invited to join the bi-annual roadmap sessions, which are exclusive to ESP customers, along with the option to setup a [one per year] personalized roadmap ambassador session, specifically for your environment.

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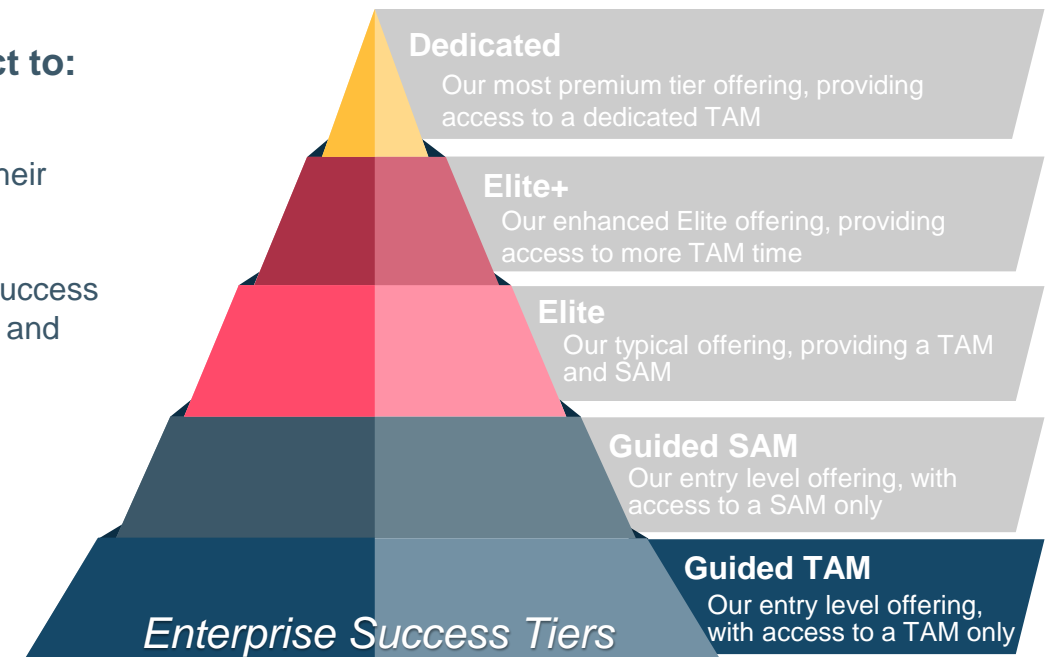
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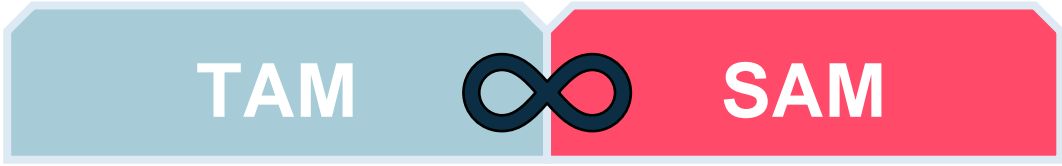
The Guided Success TAM offering, provides an assigned Technical Account Manager (TAM), who acts as strategic advisor and consultant for our customers

With Guided Success TAM, organizations can expect to:

- ✓ Have up to 20% of their TAM's time allocated to them
- ✓ Engage with a resource who gains a deep understanding of their overall environment and mission.
- ✓ Take advantage of a trusted advisor relationship
- ✓ Learn from recommended practices on how to best achieve success
- ✓ Gain access to useful information via Commvault Community and various events throughout the year
- ✓ Engage with their TAM remotely or in-person



How the TAM and SAM roles work together



Title	Technical Account Manager	Success Account Manager
Headline	Strategic advisor and consultant	Tactical liaison between the customer and Commvault support
Key Objectives	<ul style="list-style-type: none"> ✓ Proactive engagement ✓ Help customers 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 <i>(Master Certified or equivalent)</i>	Medium
Proactive Engagement	✓	✓
Engagement Type	Remote / onsite	Remote

