

# Enterprise Success Program (ESP)

“To be our customers’ most trusted advisors”

## OVERVIEW

Commvault Cloud is a strategic investment for your organization. The Enterprise Success Program (ESP) helps align the capabilities of Commvault Cloud with your business initiatives, proactively monitors your environment, and provides expert guidance to maximize the solution’s potential. ESP enables 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 personalized sessions and twice-yearly updates
- Leverage optional service credits for training, projects, and ad-hoc service engagements
- Receive regular updates, detailed insights, and proactive guidance for your environment

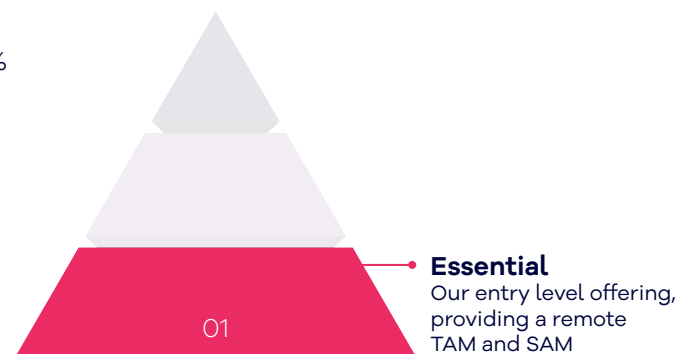
## ESSENTIAL SUCCESS

The Essential Success tier provides a quick and efficient way to get started with Commvault Cloud. It includes a 10% remote time allocation from a Technical Account Manager (TAM) and access to a remote Success Account Manager (SAM). This offers a great opportunity for businesses looking to maximize their investment and achieve faster time to value.

### Commvault’s trusted methodology

**Remote Technical Account Manager (TAM):** Provides strategic guidance and advice on achieving your business goals. Recommendations are tailored to your environment and requirements.

**Remote 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:** Because your business demands continuous improvement for cyber resilience, ESP will guide you in helping your Commvault investment meet those demands.

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

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

## ELITE SUCCESS

The Elite Success tier is a great option for businesses looking to boost their success with Commvault Cloud. It includes all the features of Essential Success, plus a 20% remote time allocation from a Technical Account Manager (TAM) and access to a Success Account Manager (SAM). Additionally, you can take advantage of optional service credits for training, projects, and other ad-hoc service engagements.



### Commvault’s trusted methodology

Includes all the features of Essential Success plus:

**Assigned Technical Account Manager (TAM) (20% allocation):** Provides strategic guidance and advice on achieving your business goals. Recommendations are tailored to your environment and requirements.

**Enhanced Services Level Objectives (SLOs):** Faster response for support incidents, including Severity0 (Catastrophic) level incidents, exclusively available to ESP subscribers.

## ELITE PLUS SUCCESS

Elite Plus Success is the perfect solution for maximizing your ROI with Commvault. Will all the benefits of Elite Success, plus a 50% remote time allocation from a Technical Account Manager (TAM) and access to a Success Account Manager (SAM), you’ll have personalized access to tactical help, active monitoring of your environment, and frequent updates. You’ll also have the option to utilize service credits for training, projects, and ad-hoc service engagements.



### Commvault’s trusted methodology

Includes all the features of Elite Success plus:

**Assigned Technical Account Manager (TAM) (50% allocation):** Provides strategic guidance and tailored recommendations for your environment and requirements. Your TAM will work with you 50% of the time to identify the best strategies and solutions to help you achieve your business goals with Commvault Cloud. They take a proactive approach to problem-solving and collaborate with you to track progress toward objectives.

## ENTERPRISE SUCCESS PROGRAM TIERS

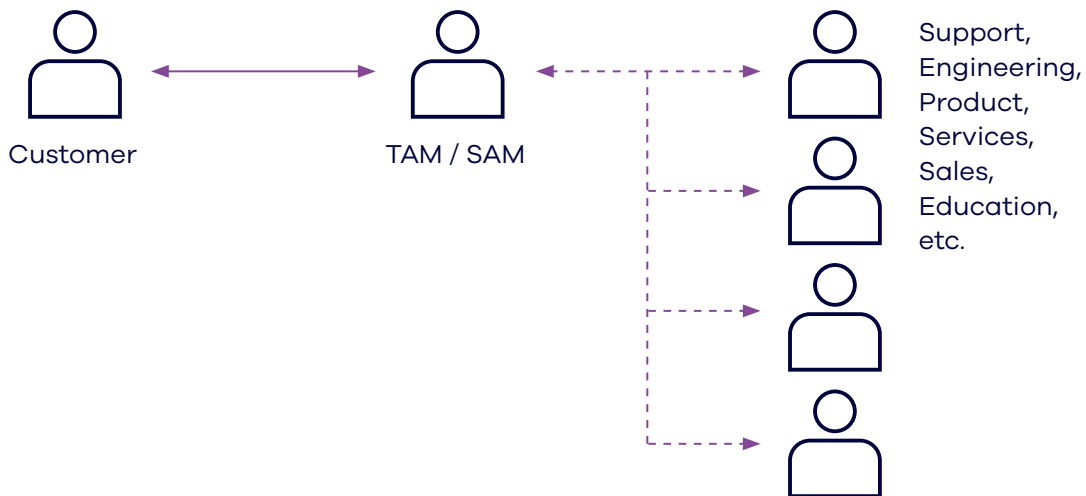
Commvault’s Support and Success offerings provide key value differentiators. Find the solution that meets your needs. Other options are available upon request. Delivering a high-touch experience with experts to maximize the value of Commvault Cloud

	Support		Enterprise Success Program (ESP)		
	Standard	Premium	Essential Success	Elite Success	Elite Plus Success
<b>Service Summary</b>	Business hours	24/7 response	Fundamental	Enhanced	Enhanced
Telephone-based support	12 x 5 x 365	24 x 7 x 365	24 x 7 x 365	24 x 7 x 365	24 x 7 x 365
Product updates & fixes	✓	✓	✓	✓	✓
Modern Communication Help Tools	✓	✓	✓	✓	✓
Proactive CommCell Monitoring & Advanced Reporting			✓	✓	✓
Named Success Account Manager (SAM)			✓	✓	✓
Named Technical Account Manager (TAM)			10%	20%	50%
Enhanced Service Level Objectives				✓	✓
Access to SEVO (Catastrophic)				✓	✓
Critical Care Review				✓	✓
Roadmap webinar & Ambassador Sessions				✓	✓
Services Credits (optional)				✓	✓
Quarterly Business Reviews			Basic	Detailed	Detailed

## ENTERPRISE SUCCESS PROGRAM ROLES

### 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"> <li>• Proactive engagement</li> <li>• Help customer define both short and long-term strategy</li> <li>• Deep understanding of the customers overall environment and their mission</li> <li>• Trusted advisor</li> <li>• Assist customers to achieve desired business objectives</li> </ul>	<ul style="list-style-type: none"> <li>• Provides tactical help to the customer, as and when required</li> <li>• Actively monitors customers environment, providing frequent updates</li> <li>• Proactive in getting customer issues moved forward within Commvault</li> <li>• The customers "champion" internally</li> </ul>
Technical Focus	High (Master Certified or equivalent)	Medium
Proactive Engagement	✓	✓
Engagement Type	Remote / onsite	Remote



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