Cohesity Resident Engineer Service

Accelerate time to value of your data management platform

Key Benefits

- Add highly trained Cohesity experts to your staff
- Administer and maintain your Cohesity environment according to best practices
- Speed onsite assistance and knowledge transfer to operational personnel
- Leverage a point resource for operations, escalations, issues and upgrades

Cohesity Resident Engineers (REs) are highly skilled, experienced subject matter experts who seamlessly integrate into your team. They accelerate technology adoption, optimize solutions tailored to your unique environment, and ensure smooth operations, enhancing customer satisfaction.

A Cohesity Resident Engineer is a full-time, hands-on-keyboard resource who serves as the primary point of contact for Enterprise Services delivery. These Professional Services experts collaborate closely with your team to meet your business objectives and process needs.

As a critical part of your post-deployment success, a PS Resident Engineer maintains operational consistency, simplifies usage, provides configuration updates, adds workloads, manages upgrades and migrations, and resolves technical issues in coordination with Cohesity Support and Engineering.

Our Resident Engineers empower our customers with the planning and execution of data strategies such as:

- Full data lifecycle management across on-prem and multi-cloud environments
- Protection, backup, replication, and restore operations
- Proactive risk notifications and mitigation
- Performance monitoring and troubleshooting
- Upgrades and maintenance
- Data migrations
- Security hardening support
- Cloud integration assistance
- Automation and reporting support
- Infrastructure and procedural documentation
- Implementation of best practices, knowledge transfer and training
- Review of latest release notes, software upgrade recommendations

With short-term, long-term, onsite or remote staffing options, our Resident Engineer Service gives you the flexibility to maximize time to value and meet your business needs.

Scope

The Cohesity Resident Engineer Service offering is an assigned resource operating during regular business hours in accordance with the customer's local time zone.

Our residents are aligned with Cohesity's 7x24 Escalation Management and Support Services.

Learn more about the Cohesity Resident Engineer Service at Cohesity.com/support.

COHESITY.com | 1-855-926-4374 | 300 Park Ave., Suite 1700, San Jose, CA 95110   1000019-004-EN 12-2024