COHESITY

Cohesity CERT
(Cyber Event Response Team)

Respond faster, recover smarter—because your business can't afford downtime.

Key Benefits

- Less downtime and data loss
- Rapid incident response
- Efficient data restoration
- Expert guidance in a crisis

Cyberattacks are one of the biggest causes of data loss and downtime. Cyberattacks are not a matter of if but when. Ransomware, data breaches, and wiper attacks are on the rise, and businesses of all sizes are vulnerable. When an attack occurs, the focus shifts from prevention to response and recovery so the organization can continue operating.

To reduce the impact of a cyberattack, we've enhanced our world-class data security solution with a dedicated Cyber Event Response Team (CERT) service. Cohesity CERT is available to all customers as part of their Cohesity subscription.

By adding an experienced team to supplement the incident response investigation in its earliest stages, Cohesity CERT helps bring order and clarity to a chaotic and confusing time for your business. You'll gain added confidence that your data is protected with its integrity preserved.

Many organizations lack the expertise or resources to respond effectively to attacks. Cohesity CERT provides fast, expert assistance during incidents, ensuring minimal disruption and faster recovery.

We believe it's not just about preventing incidents; it's about minimizing the impact if breached, including removing the threat and regaining control and access to your data. Cohesity CERT is with you in good times and bad to make sure your business is prepared to recover quickly and securely from cyberattacks.

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Immediate response to cyber threats

Cohesity CERT is available 24/7 to assist in the event of a cyberattack. Because time is so critical when facing a breach, our team acts swiftly to:

- **Contain the threat:** Stop further damage to the backup environment.
- **Reduce downtime:** Our experts work efficiently to minimize disruptions to your business operations.
- **Expert-level support:** Our team handles a wide range of incidents, from sophisticated ransomware and data breaches to targeted attacks.
- **Forensic analysis:** Investigate the impact of a breach on your backup infrastructure, determine its cause, and recommend a mitigation plan to prevent reattack.
- **Compliance and reporting:** Provide the information necessary to help you meet regulatory obligations and breach notification requirements.
- **System restoration:** Help recover, rebuild, and secure your systems so only clean data is put back into production.

Accelerate incident response

- **Industry-specific expertise:** Our team has experience across multiple sectors, ensuring we understand your business environment and the specific challenges you face.
- **Seamless integration:** As your trusted data security partner, we already understand your systems and infrastructure, so you can respond more quickly and effectively during incidents.
- **Advanced technology**: We've partnered with the world's leading cybersecurity incident response firms, ensuring you have the knowledge and tools to investigate and respond seamlessly to cyberattacks.

Cohesity CERT strengthens your cybersecurity posture so you can respond and recover faster from cyberattacks. When a breach occurs, our experts respond immediately to help identify the threat, preserve forensic information, and minimize damage. We work seamlessly with your internal or third-party incident response teams to effectively and efficiently investigate the incident and quickly restore your data, leading to faster recovery. Whether you've been hit by ransomware, malware, wiper attacks, or system failure, we focus on getting your business back up and running as fast as possible while protecting your critical assets. With Cohesity CERT, you have peace of mind that recovery will be expertly managed with the highest degree of security at every step.

Contact us today to learn more about how Cohesity CERT can help safeguard your business.

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Cohesity Cloud Services Deployment Service

Cohesity Cloud Services Deployment

The scope of the Cohesity Cloud Services Deployment Service is to deploy and configure a customer's Cohesity Cloud Services environment, validate a successful workload backup and restore, and provide guidance on the use of Cohesity Cloud Services according to Cohesity Best Practices. Cohesity Cloud Services Deployment Service is designed to accelerate your time to value.

Service Delivery Overview

Cohesity Advanced Services will deploy up to 3 Cohesity Cloud Services supported workloads as part of this service. Additional workloads require the purchase of additional services.

This service includes:

- A guided tour of the Cohesity Data Cloud
- Validation of customer account entitlements
- Deployment of SaaS connectors
- Assignment and validation of appropriate permissions for M365 backups
- Integration with protection policies
- Validation of a successful backup and recovery

Source Workload Type	Objects
Virtualization	
VMware, Hyper-V, AWS EC2 Virtual Machines Virtual Sources*	 Up to 50 VMs Up to 2
Databases	
Microsoft SQL SQL	 Up to 5
Oracle On-Prem Instances	 Up to 5
Applications	
M365 # of Users (Mailbox, OneDrive, SharePoint & Teams)	 Up to 50 VMs Up to 2
Storage	
Isilon, NetApp, Generic NAS # of Registered Sources # of TB to be Protected	 2 Up to 50 TB
Physical	
Windows, Linux # of Servers	 Up to 4

Description

This deployment includes initial integration of Cohesity Cloud Services delivered through the Cohesity Data Cloud platform.

The goal of our service is to help customers configure their initial backups and provide guidance on the use of Cohesity Cloud Services.

Pre-Integration Planning

Cohesity will meet with you to discuss:

- Purchased use cases for Cohesity Cloud Services
- Credential requirements by use case
- SaaS connector requirements
- Customer environment details
- Entitlements
- Desired deployment region
- Deployment use case
- Total object count
- Required # of App IDs (for M365)

Limitations

This service will deploy based on the subscription purchased. To learn more, please contact your Cohesity Sales Representative.

• Installation of up-to (4) SaaS Connectors is included with this service. Cohesity will register up-to-2 Virtual Sources for VMware, Hyper-V or AWS

Learn more at Cohesity.com/support.

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Cohesity DataHawk Deployment Service

Threat Intelligence, Scanning, Cyber Vaulting and ML-powered Data Classification

Cohesity DataHawk provides multiple cloud service offerings that deliver comprehensive data security and recovery capabilities to withstand and recover from cyber incidents. DataHawk works with Cohesity DataProtect to extend the security and threat detection of the Cohesity multi-cloud data platform.

The objective of the Cohesity DataHawk Deployment Service is to deploy and configure the Cohesity DataHawk solution onto an existing physical cluster, accelerate your time-to-value and help secure your environment.

Key Benefits

- Efficient and seamless integration by Cohesity Advanced Services Consultants
- Swift availability of DataHawk accelerating overall time-to-value
- Quickly enable your system for production use

Service Delivery Overview

PS-DataHawk Deploy Service includes:

- Validate licensing and entitlement for DataHawk deployment
- Upgrade up-to-(1) Cohesity cluster to minimum required Cohesity OS for DataHawk
- Install Cohesity software and configure up-to-2 App/Compute nodes to be integrated with (1) Cohesity cluster
- Configure DataHawk Engines App from Marketplace
- Configure and validate data sources for Data Sensitivity
- Configure a policy using up-to-(16) out-of-the-box patterns
- Initiate Threat Detection Scan
- Configure Cyber Vault
- Create a cloud vault with required AWS region and encryption options
- Configure cloud vault protection for (1) Cohesity cluster (up-to-5 policies)
- Setup cloud vault protection with appropriate policy, frequency, and retention
- Create quorum groups for recovery
- Initiate data vaulting
- Validate a successful vault and recovery
- Provide a guided tour of Security Center GUI and review DataHawk Best Practices

Description

PS-DataHawk Deployment is a service for Cohesity customers that includes initial integration and validation of Cohesity's DataHawk Threat Intelligence, Scanning, Cyber Vaulting and ML-powered Data Classification as a Service Deployment.

This service will deploy based on the subscription purchased.

To learn more, please contact your Cohesity sales representative.

Prerequisites

- Minimum required OS version 6.8.1u2
- Physical cluster installation completed
- Cluster joined to Active Directory
- Cluster configuration completed and sources configured
- DataHawk License Entitlement
- Cluster is registered on Helios
- Environment sizing validation completed
- Solution meets Cohesity hardware compatibility requirements
- App Nodes must be reachable via SSH before commencement of implementation

Limitations

- Service scope applicable to (1) physical cluster ONLY.
- Does not include hardware installation.
- Service includes integration of "out-of-the-box" IOC (Indicator of Compromise) patterns ONLY.
- Cluster installation NOT INCLUDED.
- Physical installation, networking or IPMI configuration of App nodes is NOT INCLUDED

Learn more about Cohesity Installation at Cohesity.com/support.

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Cohesity Hardware Refresh Service

End-of-Life Cluster Hardware Refresh

Even in today's cloud data management landscape, it is still important for on-prem environments to periodically refresh key components of the IT infrastructure to maximize performance; rather than using systems until they can no longer function.

A planned hardware refresh, known well in advance, allows management to make informed budgeting and purchasing decisions, mitigates risk of unexpected failures, and eliminates the pressures of needing to replace everything all at once.

Advanced Services is now offering a Hardware Refresh service to assist customers with the proactive replacement/replenishment of their End-of-life (EOL) cluster hardware. The service includes Cluster Node replacement/installation in increments of up to four (4) nodes.

High Level Workflow

- Confirm hardware replacement compatibility
- Capture installation requirements and confirm site readiness
- Prepare and image nodes with desired release version
- Initiate the node-add process on-site
- Complete the remaining node additions remotely and sequentially
- Logical remote removal of in-scope nodes from the cluster
- Verify cluster and node-to-node communications.

Limitations: Service scope includes Cohesity assistance with software-installation, new node additions and logical removal of aged out nodes. Service scope DOES NOT include rack, stack and cabling of 3rd party hardware, un-racking of discarded nodes, data migration, data protection or cluster configuration modifications. Hardware must be purchased separately. Selected cluster replacement hardware must be compatible with existing cluster and Long Term Support (LTS) releases.

Key Benefits

- Efficient and seamless software installation and configuration by Cohesity Advanced Services Consultants
- Optimized implementation according to Cohesity Standards and Best Practices

To learn more about Cohesity Support & Services, contact your Cohesity Sales Representative or visit Cohesity.com/support

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COHESITY

DATASHEET

Cohesity Installation Service

Speed Time to Value While Protecting Your Investment

Our Cohesity Installation Service provides rapid installation and configuration expertise for organizations adopting our Cohesity Helios® multicloud data platform, on premises or from the cloud.

Our professional team of Advanced Services Consultants installs and configures Cohesity software onto the certified platforms of your choice—hardware, virtual or cloud environments. In cooperation with you, our Advanced Services team accelerates your time to value and helps protect your investment by configuring your solution to be ready to provide the comprehensive range of data management services your organization is counting on and validating that all nodes are communicating across the cluster and network.

Our Cohesity Installation Service complements other foundational Cohesity Advanced Services offerings such as our Quick Start Service for data protection.

Key Benefits

- Efficient, seamless software installation
- Rapid availability for production use, accelerating time to value
- Multicloud enabled for maximum operational flexibility

Service Delivery Overview

Planning

- Project management and resource coordination
- Guidance through our Professional Services Pre-Installation Checklist
- Review of site preparation best practices and confirmation of readiness

Implementation

- Configuration of Cohesity software according to best practices
- Addition of cluster(s) to specified data and management networks (including VIPS)
- Enablement of Cluster Core Management Services, including SMTP, SNMP for monitoring and alerts
- Joining of the cluster(s) to Active Directory, configuration of proxy server and global IP allow list (if applicable)
- Configuration of Storage Domains and Views, including storage encryption, redundancy levels and space-saving features such as deduplication and compression

Validation

- Verification of node network failover and hardware health
- Review of and resolution of any alerts

Project Close and Transfer of Information

- Coordination by the installation engineer of a transfer of information with your team
- Assistance with password changes and review of Security Best Practices
- Review of Cohesity administrative workflows and Cohesity GUI
- Overview of Cohesity support and support website

Installation Services Offerings

	Certified Hardware	Cloud Edition (SM, MD, LG nodes)	Cloud Edition (XL nodes)	Virtual Edition
PS-INSTALL-SM-CLUS	(3 – 8 nodes)	(3 – 8 nodes)	-	(3 – 8 nodes)
PS-INSTALL-MD-CLUS	(9 – 24 nodes)	(9 – 24 nodes)	(3 – 8 nodes)	(9 – 24 nodes)
PS-INSTALL-LG-CLUS	(25 – 48 nodes)	(25 – 48 nodes)	(9 – 24 nodes)	(25 – 48 nodes)
PS-INSTALL-XL-CLUS	(49 – 72 nodes)	(49 – 72 nodes)	(25 – 48 nodes)	(49 – 72 nodes)
PS-INSTALL-ROBO	3 Edge Nodes	-	-	3 Single Nodes

Note: Cohesity Professional Services DO NOT rack, stack, cable or configure out-of-band-management or firmware of third party hardware. If you require these services, please work with the authorized partner to quote the proper solution.

To learn more about Cohesity Installation Services, contact your Cohesity Sales Representative or visit Cohesity.com/support.

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Cohesity Jumpstart Service

Speed time to value while protecting your data

Key Benefits

- Efficient, seamless software installation and DataProtect implementation
- Swift transition of workloads onto Cohesity for accelerated overall time-to-value
- Optimized configuration according to Cohesity Standards and Best Practices
- Integration with chosen technologies
- Experienced technical professionals to help you get a holistic view of the deployment, issues, and needs of your project

The PS JumpStart Service is a bundled offering that includes Professional Services Installation and Data Protection Implementation of up-to-3 workloads. The Cohesity JumpStart Service provides rapid installation and data protection configuration to accelerate your organization's data integration and protection strategies.

Our professional team of Advanced Services Consultants will install and configure Cohesity software onto the certified hardware platforms of your choice—AND THEN create backup jobs to protect up-to-3 workloads of your choice (from the table below), a subset of your VMware, SQL and Oracle workloads, while teaching your staff how to protect the rest. Our service also includes setup and scheduling of replication* to another physical, virtual or cloud cluster.

Our Approach

Cohesity Advanced Services consultants work with your team to:

- Assess business and environment requirements
- Install and configure Cohesity software onto the certified platforms of your choice—hardware, virtual or cloud environments
- Implement virtual machine (VM) connector-based, database backups and replication
- Validate use cases and tune performance
- Provide transfer of information and 'as built' documentation upon completion.

Service Delivery Overview

Planning

- Project management and resource coordination
- Guidance through our Professional Services Pre-Installation Checklist
- Review of site preparation best practices and confirmation of readiness

Implementation

- Configuration of Cohesity software according to best practices
- Addition of cluster(s) to specified data and management networks (including VIPS)
- Enablement of Cluster Core Management Services, including SMTP, SNMP for monitoring and alerts
- Joining of the cluster(s) to Active Directory, configuration of proxy server and global whitelisting (if applicable)
- Configuration of Storage Domains and Views, including storage encryption, redundancy levels and space-saving features such as deduplication and compression
- Register sources and create protection jobs
- Assign policies to protection jobs to automate operations and meet your business service-level agreement (SLA) requirements

Validation

- Verification of node network failover and hardware health
- Review and resolution of any alerts

Project Close and Transfer of Information

- Coordination by the installation engineer of a transfer of information with your team
- Assistance with password changes and review of Security Best Practices
- Review of Cohesity administrative workflows and Cohesity GUI
- Overview of Cohesity support and support website

Services Scope

Installation	
Certified Platform Hardware	3 – 8 nodes
Cloud Edition	Up to 3 nodes (SM, MD, or LG)
Virtual Edition Multi-Cluster	3 – 8 nodes
DataProtect Implementation (Choose 3 Workloads)	
VMware	
# of vCenters	1
# of VMs	Up to 100
Hyper-V	
# of SCVVM	1
# of VMs	Up to 100
Microsoft SQL	
Standalone	2 instances
FCI-AAG	1 instance
Oracle	
Standalone	2 instances
RAC	1 instance
Windows Server	Up to 2 Servers
Linux Server	Up to 2 Servers

Note: Cohesity Professional Services DO NOT rack, stack, cable or configure out-of-band- management or firmware of third party hardware. If you require these services, please work with the authorized partner to quote the proper solution.

Note: Replication target must already be configured and ready.

Note: The PS JumpStart Service is to be delivered in consecutive business days.

To learn more about Cohesity Installation Services, contact your Cohesity Sales Representative or visit Cohesity.com/support.

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Cohesity NAS File Migration Service

Speed Time to Value Migrating Your Data

The Cohesity NAS File Migration Service is designed to accelerate our customer's time-to-value on their investment. Cohesity Advanced Services help customers migrate SMB or NFS data off of their legacy Isilon, NetApp, or Generic NAS Storage appliances onto Cohesity. The service includes SmartFiles Cluster Implementation to prepare your Cohesity Cluster for a file management use case.

Deliverables

- Document Current State, Migrate State, and Future State Architecture
- Prepare Migration Plan and Procedures
- Perform Cutover Procedures
- Completed Migration Executive Summary

Services Scope Limits

Installation	Small Tier	Medium Tier	Large Tier
Data TB	Up to 50TB	Up to 200TB	Up to 400TB
Number of File Servers	Up to 2	Up to 5	Up to 10
Authentication Providers	Up to 2	Up to 4	Up to 8
Protocol	SMB V2/V3 , NFS V3		
Supported NAS Vendor	ISILON, NetApp, Generic NAS Storage, Windows File Servers		
User Mapping Methodology: DFS, GPO, Logon Script, or AD Profile Path	Up to 1	Up to 2	Up to 4
Number of Cutover Events	Up to 5	Up to 10	Up to 13
TB Per Cutover Events	Up to 10 TB	Up to 20 TB	Up to 30 TB

Key Benefits

- Optimized configuration according to recommended Cohesity Standards and Best Practices
- Efficient and seamless file migration by Cohesity Advanced Services Consultants
- Swift availability of your files on the Cohesity multi-cloud data platform accelerating overall time-to-value
- Integration with chosen technologies

Service Delivery Overview

Planning

- Our project team will conduct a thorough discovery to understand business requirements and environmental architecture.
- Review of site preparation best practices and confirmation of readiness

Design

- Based on business and technical requirements, our engineers and architects present the available options and best practices.

Implementation

- Verify network configuration for optimized performance and throughput
- Create domains, and views
- Assign policies and protection groups to accommodate replication requirements.

Validation

- Our engineer will validate a representative sample of the use case in the solution design, testing a percentage of the total configuration count.

Monitoring, Alerting & Reporting

- Our engineer will show the Alerts page and how to configure recipients of alert notifications. Additionally, we will show how to generate on-demand reports, download raw data or schedule recurring reports to be emailed.

Project Close and Transfer of Information

- The project lead will conduct transfer of information with the customer team throughout the engagement in a 'teach-to-fish' model to enable staff to administer and maintain Cohesity.

To learn more about Cohesity Installation Services, contact your Cohesity Sales Representative or visit Cohesity.com/support.

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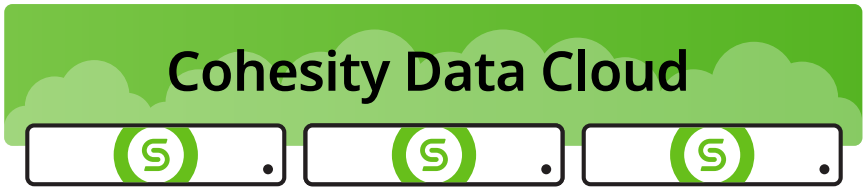
Cohesity Node Add Service

Cohesity Advanced Services will add up to four (4) nodes of Cohesity certified platform hardware to an existing cluster. Cohesity will deploy and configure our software on the in-scope hardware and validate that all nodes are communicating across the cluster and network.



* nodes to be added must be compatible with the existing cluster

Our Approach

For each deployment, Cohesity Advanced Services will provide you with a Pre-Installation Checklist that details the required infrastructure and configuration information necessary. A member of our team conducts a call with your team to review the checklist, answer any questions, and confirm the prerequisites listed below BEFORE proceeding with the installation.

Cohesity Advanced Services consultants work with your team to:

- Confirm network readiness for new nodes
- Validate your existing configuration and confirm compatibility
- Run health check to validate cluster readiness
- Work with your network team to prepare the environment for the new nodes
- Image nodes with the desired release version
- Add the nodes to the specified data and management networks
- Add the nodes to the cluster
- Check cluster status to ensure the process is complete.

Key Benefits

- Efficient and seamless implementation by Cohesity Advanced Services Consultants
- Optimized configuration according to recommended Cohesity Standards and Best Practices

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Cohesity Platinum Service

Accelerate resolution, proactively optimize operations, and get recommendations

Cohesity Platinum Service maximizes enterprise customers' value from the Cohesity multicloud data management platform. It provides customers with priority handling of support cases and account advocacy through direct access to assigned technical experts. Platinum Service customers have the benefit of additional focused attention and single point-of-contact issue resolution from both a Cohesity Designated Support Engineer (DSE) and a Cohesity Technical Account Manager (TAM).

Named individuals, your DSE works on your priority cases while your TAM continually advocates for your needs, coordinates Cohesity resources for your strategic planning benefit, and helps your organization quickly resolve issues.

Figure 1: Cohesity Platinum Service accelerates issue resolution and ensures your enterprise gets what it needs from Cohesity.

Your Assigned DSE

Every DSE is a senior support engineer and will be directly responsible for handling your priority cases. Our DSEs are experienced with all aspects of the Cohesity platform and they will be able to provide environment-specific insights that help overcome existing issues to achieve business objectives.

Your Assigned TAM

Every TAM is a seasoned technical veteran with access to all the information and resources needed to meet your operational goals. Your TAM will take immediate action to assess current support cases, review resolution priorities and plans, and capture feedback and suggestions. Your TAM will also work collaboratively with you and your team to set objectives, share feedback with Cohesity, and drive action. TAMs track requested product enhancements and promote roadmap input internally. They establish a regular cadence to review your ongoing experience, provide reports about your current environment, and build action plans and recommendations to drive desired outcomes, ensuring your data is protected and productive across multiclouds.

Key Benefits

- Designated primary points of contact to coordinate your immediate, short-term, and long-term support needs
- Experts familiar with your environment, your processes, and your business objectives
- Experienced technical professionals to help you get a holistic view of the deployment, issues, and needs of your project
- Advocates for your business at Cohesity to drive issue resolution and represent your product needs and priorities
- Proactive touchpoints providing early access to new product information and roadmaps to assist in your long-term planning
- Reliable contacts for invites to beta/early access plans to test features and workflows in your lab environments

Better Together

Platinum Service is a unique opportunity to leverage two highly knowledgeable Cohesity technical experts, both a named DSE and TAM, with in-depth knowledge of your environment for immediate assistance as well as short- and long-term guidance and advocacy.

The Cohesity Platinum Service offering provides assigned DSE and TAM resources contracted for a fixed-term, typically yearly or multiyear, engagement. DSE and TAM are shared resources operating during regular business hours in accordance with customers' local time zone. During non-business hours, customer activities will be managed directly by the Cohesity high-priority support queue until the next business day.

The Cohesity Platinum Service includes 1/5th of the designated TAM and DSE weekly time. Additional Platinum SKU's can be purchased, up to 5 slices, for dedicated TAM and DSE resources.

Key Deliverables & Service Activities

Designated Case Management	• Direct responsibility to handle and resolve critical support cases • Weekly case reviews with action items and next steps • Root-cause analysis and failure analysis • Internal coordination of resources required
Preemptive Care	• Case trend analysis with recommendations/best practices • Review and standardization of software releases
Account Management	• Quarterly business reviews • Planning and tracking of product/feature adoption • Feature enhancement request tracking
Proactive Information Sharing	• Proactive risk notification and mitigation • Roadmap discussion coordination • Access to subject matter experts (SMEs) for key discussions/planning

Learn more about the Cohesity Platinum Service at Cohesity.com/support.

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Cohesity Premium Support

Fast answers, exceptional service

When you choose Cohesity software to radically simplify your data management, you're also gaining a trusted, strategic partner dedicated to easing the way you protect, manage and derive value from all of your data—across the data center, edge and cloud. Cohesity Premium Support delivers fast, complete, high-quality technical responses all day, every day to maximize all of the services consolidated on our multicloud data platform. These include backup and recovery, disaster recovery, file and object services, dev/test, and data compliance, security and analytics.

Our Cohesity Premium Support team members strive for excellence in customer satisfaction, working with you to reduce IT complexity and eliminate mass data fragmentation. We serve customers across the globe from offices in North America, Europe and the Asia Pacific region.

Cohesity Premium Support Benefits

Around-the-Clock Response

Premium Support hours are 24x7x365, guaranteeing rapid response to all inquiries.

Communication Your Way

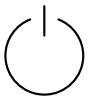
Our technical experts are available when you need them—by phone, email and web.

Flexible-Length Contracts

We offer one-to-five-year contracts to support rollout and on-going maintenance success.

Feature & Maintenance Release Access

Premium Support ensures you always get the latest Cohesity software releases.



Proactive Escalation & Monitoring

We guarantee fast initial response times: P1 errors in one hour, P2 in two hours and P3 in four hours.

Parts Delivery

We keep you productive with responsive parts delivery.

Customer-Centric Software and Services

Because Cohesity solutions are modern and proactive, Cohesity Premium Support systems, people and processes are, too. We automatically open cases on your behalf when requested. We also send alerts when we encounter issues, speeding resolution with less effort on your part.

At Cohesity, we care as much about troubleshooting as preventing problems, reducing your operational hassles. Our multicloud data management platform, Cohesity Helios™, for example, has capabilities that allow you to see, manage and take action on your stored data and applications globally—from a single UI. It features proactive health checks with anomaly alerting and remediation recommendations that stop issues before they negatively impact your business. And if the worst-case happens, Helios can call home to notify Cohesity Premium Support and prevent downtime.

Award Winning Team

Our systems and team work together to solve issues quickly so your organization always has access to data for insights that lead to greater business value. Our experts have dedicated their careers to helping and serving customers. Because of their commitment, Cohesity is proud to have earned the NorthFace ScoreBoard Award from Omega Management Group Corp for world-class excellence in customer service for seven consecutive years.

Cohesity is also proud to have achieved the rare perfect 100 Net Promoter Score (NPS) for months in both 2020 and 2021. NPS has become a benchmark customer satisfaction measurement and we couple it with our regular customer feedback surveys to ensure that we continue to deliver an exceptional support experience to our customers around the world.

Customer obsession is a Cohesity core value, and our mission is to always deliver an exceptional Premium Support experience.

To learn more about Cohesity Support and Enhanced Services Cohesity.com/support.

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Cohesity PS Security Health Check Service

Key Benefits

- Targeted and efficient analysis by Cohesity Advanced Services Consultants
- Quickly get a holistic view of any issues and recommended remediations
- Optimized configuration according to Cohesity Standards and Best Practices

System Monitoring and Health Checks are a vital part of running every successful enterprise. Cohesity Advanced Services now offers a comprehensive Security Health Check designed to ensure that your Cohesity multi-cloud data platform is configured and maintained according to the Cohesity Best Practices.

Our Security Health Check Service is divided into three areas of focus to help customers protect and safeguard their investment and their data.

The following areas are analyzed on up-to-5 clusters:

Cluster Health Status

- Cluster Information
- Networking
- Archive and Replication Configuration
- Configuration Description
- Cohesity Views

Security Hardening & CyberSecurity

- Access Management
- Multi Factor Authentication
  - Directory Services Integration
- Monitoring
  - Proactive Monitoring and Alerts through Helios
  - Audit Logs and Sys-Logs
  - Anomaly Detection
- Encryption
- Firewall and Ports
- DataLock

Deliverables

- Scored Findings
- Remediation Recommendations
- Remediation Services Level-of-Effort and Cost (if requested)

PS Security Health Check Service includes cluster, security, and cybersecurity health checks; scored findings, review with customer and remediation recommendations on up to 5 clusters. Pre-billed and expires 180 days from PO.

The PS Security Health Check service is to be delivered in consecutive business days. Services are delivered remote-only. This service is NOT available for DARK sites.

NOTE: Cohesity Advanced Services will require access to the cluster to be able to perform the health-check remotely.

For additional information, contact your Cohesity Sales Representative or visit Cohesity.com/support.

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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.

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Cohesity Security Subscription Service

Improve Your Cluster Security Posture

Key Benefits

- Targeted and efficient security analysis by Cohesity Advanced Services Consultants
- Quickly get a holistic view of any issues and recommended remediations
- A Designated Cohesity Advanced Services Professional will coordinate with the customer and the Cohesity Cyber-Event Response Team (CERT) to assist with Cluster rebuilds and data recovery in the event of a malicious attack

In an ever-changing cybersecurity landscape, system monitoring and defensive security measures are a vital part of every successful enterprise's risk-management plan.

Cohesity Advanced Services now offers a comprehensive Security Subscription Service designed to ensure that customers Cohesity multi-cloud data platform is secured according to best practices.

This service combines quarterly Security Health Checks and Remediation Recommendations on up-to-5 clusters. In addition, should a customer data infrastructure be breached by a bad actor, the subscription includes the added assurance of a designated Cohesity Advanced Services Engineer who will work with your team and the Cohesity Cyber-Event Response Team (CERT) to rebuild impacted Cohesity cluster(s) and assist with data recovery.

Service Delivery Overview

In-Depth Security Health Check

Our team will meet with you quarterly to conduct a PS Security Health Check on up to 5 clusters, with over 100 data points of analysis in the following areas:

- Access Management
- Cluster Configuration
- SmartFiles Configuration (File & Object Management)
- Data Protection Policy Configuration
- Infrastructure Services
- Cluster Health
- Log Settings
- Security Tools Audit
- Environmental Factors

Deliverables include:

- Scored Findings
- Detailed Audit Report and Executive Dashboard
- Remediation Recommendations
- Remediation Services Level-of-Effort and Cost (if requested)

The PS Security Subscription Service is to be delivered in consecutive business days. Services are delivered remote-only. This service is NOT available for DARK sites.

Learn more about Cohesity Installation at Cohesity.com/support.

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Cohesity Smart Start Service

Speed time to value while protecting your data

Key Benefits

- Efficient, seamless software installation and File & Object Cluster implementation
- Optimized configuration according to Cohesity Standards and Best Practices
- Integration with chosen technologies
- Experienced technical professionals to help you get a holistic view of the deployment, issues, and needs of your project

The PS Smart Start Service is a bundled offering that includes Professional Services Installation and File & Object Data Management Cluster configuration. The Cohesity Smart Start Service provides rapid software installation and file management cluster configuration to accelerate your organization's NAS tiering integration and protection strategies.

Our professional team of Advanced Services Consultants will install and configure Cohesity software onto the certified hardware platforms of your choice—AND THEN perform a SmartFiles Cluster Implementation to prepare your Cohesity Cluster for a file management use case. Our team will:

- Create Views
- Configure Mount Points
- Configure IP Allowlist
- Integrate Marketplace Apps (i.e., Clam AV)
- Integrate Active Directory, LDAP or NIS
- Integrate Internal DNS
- Apply Cohesity Filer Best Practices
- Configure NAS Tiering
- Configure S3 Objects
- Demo of NAS Vendor Integration Functionality
- Validate Active Directory, Audit Logs, View Access, NAS Tiering Objects
- Provide transfer of information and 'as built' documentation upon completion.

See Service Scope Limits on following page

Note: The PS Smart Start Service is to be delivered in consecutive business days.

Service Delivery Overview

Planning

- Project management and resource coordination
- Guidance through our Professional Services Pre-Installation Checklist
- Review of site preparation best practices and confirmation of readiness

Implementation

- Configuration of Cohesity software according to best practices
- Addition of cluster(s) to specified data and management networks (including VIPS)
- Enablement of Cluster Core Management Services, including SMTP, SNMP for monitoring and alerts

- Joining of the cluster(s) to Active Directory, configuration of proxy server and global whitelisting (if applicable)
- Configuration of Storage Domains and Views, including storage encryption, redundancy levels and space-saving features such as deduplication and compression
- Register sources and create protection jobs
- Assign policies to protection jobs to automate operations and meet your business service-level agreement (SLA) requirements

Validation

- Verification of node network failover and hardware health
- Review of and resolution of any alerts

Project Close and Transfer of Information

- Coordination by the installation engineer of a transfer of information with your team
- Assistance with password changes and review of Security
- Best Practices
- Review of Cohesity administrative workflows and Cohesity GUI
- Overview of Cohesity support and support website

Services Scope Limits

File & Object Config	
Create Views	Up to 2 Views 1 SMB / 1 NFS
Create Mount Points NFS SMB	 1 1
Configure S3 Objects	1
AD or LDAP Integration	1 AD or 1 LDAP
NAS Tiering	1 NAS Mount
Audit Log Configuration	Up to 2 Views
Marketplace App Integration	Clam AV

Note: Cohesity Professional Services DO NOT rack, stack, cable or configure out-of-band- management or firmware of third party hardware. If you require these services, please work with the authorized partner to quote the proper solution.

Installation Sizing	Certified Hardware	Cloud Edition (SM, MD, LG nodes)	Cloud Edition (XL nodes)	Virtual Edition
PS-SMART-START-SM	(3 – 8 nodes)	(3 – 8 nodes)	–	(3 – 8 nodes)
PS- SMART-START-MD	(9 – 24 nodes)	(9 – 24 nodes)	(3 – 8 nodes)	(9 – 24 nodes)
PS- SMART-START-LG	(25 – 48 nodes)	(25 – 48 nodes)	(9 – 24 nodes)	(25 – 48 nodes)
PS- SMART-START -XL	(49 – 72 nodes)	(49 – 72 nodes)	(25 – 48 nodes)	(49 – 72 nodes)

* SKU sizes are PER CLUSTER

** Cloud Edition supported platforms: AWS, Azure and GCP

To learn more about Cohesity Installation Services, contact your Cohesity Sales Representative or visit Cohesity.com/support.

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COHESITY

DATASHEET

Cohesity Technical Account Manager Service

Set goals, continually improve operations, and resolve issues faster

The Cohesity Technical Account Manager (TAM) Service helps ensure enterprise customers get the highest possible value from their Cohesity investment. Cohesity TAMs combine deep industry and product knowledge with best-practice insights from global deployments to ensure the immediate and long-term success of the Cohesity multicloud data management platform in your environment.

When you become a TAM customer, you gain access to a named individual who advocates for your needs, coordinates Cohesity resources for your benefit, and helps to quickly resolve issues. TAMs work with you and your team to set goals, share feedback, and drive action. They track product enhancements and promote roadmap input internally. The TAM service complements Cohesity's award-winning 24/7 support.

Your Assigned TAM

Every TAM is a seasoned technical veteran with access to all the information and resources needed to meet your operational goals. Your TAM will assess your current cases, review your project plans and priorities, and capture your initial feedback and suggestions. Your TAM will also set up a regular cadence to review your ongoing experience, provide reports about your current environment, and build action plans and recommendations to drive desired outcomes. Your TAM is an opportunity to leverage a single point of contact for assistance, guidance, and advocacy, resolving issues and getting fast access to the information and resources you need from Cohesity.

Figure 1: A Cohesity TAM gets to know your business well, becoming your advocate for faster issue resolution and new product enhancements

Key Benefits

- Designated primary point of contact to coordinate your long-term support needs
- Someone familiar with your environment, your processes, and your business objectives
- Expert to help you get a holistic view of the deployment, issues, and needs of your business
- Advocate for your business at Cohesity to drive issue resolution and represent your product needs and priorities
- An early access conduit to new product information and roadmaps to assist in your long-term planning
- Connection with invites to beta/early access plans to test features and workflows in your lab environments

Key TAM Deliverables & Activities	
Case Management	• Escalation management of critical support cases • Frequent case reviews with action items and next steps • Root-cause analysis and failure analysis • Internal coordination of resources required
Preemptive Care	• Case trend analysis with recommendations/best practices • Review and standardization of software releases
Account Management	• Quarterly business reviews • Planning and tracking of product/feature adoption • Feature enhancement tracking
Proactive Information Sharing	• Proactive risk notification and mitigation • Roadmap discussions • Access to subject matter experts (SMEs) for key discussions/planning

Service Scope

The Cohesity TAM Service offering provides an assigned TAM resource contracted for a fixed-term, typically yearly or multiyear, engagement. The Cohesity TAM Service offering is a shared resource that operates during regular business hours in accordance with the customer's local time zone. During non-business hours, customer activities will be managed directly by Cohesity Support until the next business day.

The Cohesity TAM Service includes 1/5th of the designated TAM weekly time. Additional TAM SKU's can be purchased, up to 5 slices, for a dedicated resource.

Learn more about the Cohesity TAM Support Service at Cohesity.com/support.

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Cohesity Custom-Scoped Consulting Services

Service Overview

Cohesity Advanced Services provides Custom-Scoped Consulting Services to help you plan and execute all aspects of data management integration within your environment, including: Data Migration, Custom Reporting, Scripting, and Automation. Focused on integrating Cohesity products and solutions within your unique environment, each engagement is scoped by a Deployment Architect who works closely with you to understand your business requirements and develop an effective deployment strategy.

Our Approach

- Assess customer expectations, environment requirements
- Assess data protection requirements
- Assess legacy backup operations
- Determine data migration methods
- Develop data protection policies based on business requirements and data protection goals
- Implement Cohesity Data Protection solution including the configuration of:
  - Data Protection Policies
  - Data Sources
  - Storage Locations
- Validate operation and performance
- Document as-built design
- Recommend plan for decommissioning legacy backup operations
- Complete transfer of information (TOI)

Key Benefits

- Efficient and seamless implementation by Cohesity Advanced Services consultants
- Swift availability of Cohesity Helios, accelerating overall time to value
- Rapid system enablement for production use
- Optimized configuration according to recommended Cohesity standards and best practices
- Integration with chosen technologies

About Cohesity Advanced Services

Our goal is to increase adoption of Cohesity products and solutions industry-wide by offering customers in-demand services. With service offerings available across the globe, our portfolio provides our customers with value and the level of service they need when they need it.

For more information, contact your Cohesity Sales Representative or email contact@cohesity.com.

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