Commvault® Cloud SaaS Jumpstart Services

OVERVIEW

Commvault's Services team offers comprehensive support for Commvault Cloud SaaS solutions, providing seamless deployment and configuration of data protection agents for customers leveraging our SaaS-based platform. Our services allow you to focus on your core priorities while minimizing implementation risks and accelerating the time-to-value of the data protection management platform.

With Commvault Services, you can trust our expertise and support to enable a successful implementation of your Commvault Cloud SaaS solution, delivering cyber resilience data protection.

Highlights of Jumpstart Services

	Description	Benefit
Project Oversight	Dedicated Project Manager to help with technical challenges to achieve successful business outcomes.	Smooth coordination with effective communication by overseeing the entire project from start to finish.
Efficient Collaboration	Streamline decision-making by promoting the sharing of information through discussions of technical requirements.	Improve project outcomes, enable effective problem-solving, and eliminate communication barriers.
Agent Installation	Data protection agents are installed and configured.	Speed the adoption of the platform by using expert resources to deploy backup agents.
Restore Testing	A restore for each agent type is tested with the customer to demonstrate backup and recovery capability.	Gain assurance and confidence in the backup and recovery capabilities to restore data.
Security Best Practices	Commvault reviews security best practices to help keep customers protected, safe, and secure.	Safer, more resilient IT eco-system. Stronger protection of critical assets. Reduced risk of breaches.
Alerts and Reports Review	Focus on real-time alerts and scheduled reports, tailed to customers specific workload and use case.	Real-time actionable insights for decision making. Enhanced operational efficiency, providing regular and meaningful reports.
Knowledge Transfer	Expert implementation specialists provide guidance, navigation of the UI, and key best practices to ensure success.	Minimize risks associated with knowledge gaps post-implementation. Improve long term success and adoption of Commvault Cloud solutions.

Commvault will closely monitor the backups for your workloads. Our team will work closely with you to prioritize backups, troubleshoot, and optimize the process in collaboration with our technical support if required.

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Technical Details

We offer the Jumpstart Services for the following agent types:

SaaS Backup Agents	Non-SaaS (File, VM, DB) Agents
- Dynamics 365 - Microsoft 365 - Exchange Online - OneDrive for Business - SharePoint Online - Teams - Salesforce	- Active Directory / Azure Active Directory - Database Agents: - Amazon RDS - Amazon DocumentDB - Amazon DynamoDB - Amazon Redshift - Azure Cosmos DB for NoSQL - Azure Database for MariaDB - Azure Database for MySQL - Azure Database for PostgreSQL - Azure SQL Database - Azure SQL Database Managed Instance - Oracle Database@Azure - Oracle / Oracle RAC - SAP HANA - SQL Server - Endpoint (Windows, Linux, Mac) - File & Object Storage - Virtualization agents*: - Amazon EC2 - Azure - Azure Stack HCI - OCI - Hyper-V - Nutanix Acropolis Hypervisor - VMWare - Kubernetes

We offer the following Jumpstart Services packages:

Service Name	Total Agent Types	Total Agents Deployed
SaaS JumpStart – Small	Up to 2	Up to 5
SaaS JumpStart – Large	Up to 10	Up to 10

To learn more about Commvault Services, visit **commvault.com/services**