Cohesity Global Support and Services Handbook

Welcome Guide

March 2025

Welcome to the Cohesity Family!

Our mission is to protect, secure, and provide insights into the world's data. We want to empower your team to tap into all of your enterprise data—in backups, archives, file shares, object stores, and data used for dev/test and analytics—to derive insights that give your organization a competitive edge.

We're customer-obsessed (it's a core value) with a world-class support team, focused on your success. We pride ourselves on maintaining excellence.

In this handbook, you'll find details about everything you need to get started—from our internal Support and Helios portals to our Cohesity Circle community—as you begin your relationship with Cohesity.

Our success only happens when YOU are successful, so stay in touch. Let us know what works and doesn't work for you so we can continue to improve and keep learning. I'm looking forward to hearing from you as we lead the industry in AI-powered data security.

Sincerely,
Lenny Alugas
Chief Customer Experience Officer

Contents

Terms and Conditions

Cohesity Support and Maintenance Terms and Conditions (the "Support Terms") apply to any customer ("Customer") who is entitled to receive support services from Cohesity, Inc. ("Cohesity") for specific Cohesity software product(s) (the "Software Product") and/or hardware product(s) (the "Hardware Product" and together with the Software Product, "Products") pursuant to a written agreement or order between Customer and Cohesity (or its authorized reseller or distributor, as applicable) (an "Agreement"). Customer is entitled to receive only the support specified for the applicable Support Level and term that Customer has ordered and paid for pursuant to such Agreement. To the extent Cohesity has become obligated for support and maintenance, the following will apply with respect to Products so long as they remain Cohesity's standard terms for support and the Customer is in full compliance with Cohesity's end-user agreement (the "EULA").

Our Services & Support Commitment to You

The Cohesity technical team is dedicated to providing your organization with complete, responsive, high-quality services, boosting your experiences with Cohesity products. Our services and support commitment to you focus on delivering:

- Enterprise-grade support and services
- World-class online experiences
- Global scalability

Staffed by talented professionals—with expertise honed at enterprise industry leaders such as VMware, Cisco, Google, Nutanix, and more—our support and services professionals strive to always provide the highest level of customer satisfaction.

Whether you are deploying Cohesity software on Cohesity appliances, in the cloud, in hypervisors, or deploying Cohesity on one of our certified partner appliances, you can expect:

- Timely and knowledgeable responses for fast case resolution
- Easy access to software
- Up-to-date documentation
- Helpful and current knowledge base articles
- Visual dashboarding of your cluster information
- Peer-to-peer community engagement opportunities
- Accurate information to assist your decision making

Our Support Alliance Program Overview

Support alliance relationships enable cooperative collaboration across our Platform, providing interoperability and joint solution creation. The ecosystem of these partnerships includes OEM, Alliance, and 3rd-Party Applications/ISVs. Interlocking with these partners is paramount to providing a positive customer experience.

Support alliance relationships enable cooperative collaboration across our Platform, providing interoperability and joint solution creation. The ecosystem of these partnerships includes OEM, Alliance, and 3rd-Party Applications/ISVs. Interlocking with these partners is paramount to providing a positive customer experience. Cohesity support and services professionals work in combination with our Support Alliance partner technical support teams to address your questions, troubleshoot, and successfully solve your issues. The following table outlines the Program and first point of contact, based on your deployment

Cohesity Solution	First Point of Contact
Cohesity software deployed: • On Cohesity appliances • In the cloud • In hypervisors	Contact Cohesity Support via the web, responding to automation case emails for further troubleshooting, or telephone.
Cohesity software on certified partner appliances: • Cisco • Dell • Hewlett-Packard Enterprise (HPE) • Fujitsu • Pure Storage • Intel • Lenovo	For software issues, open a case with Cohesity. Cohesity advises following the published field replacement guides for hardware issues, and Cohesity Support is available to review a suspected hardware issue. If a hardware case needs to be opened with the vendor, please open the case directly with that vendor and share the vendor case number with your Cohesity SRE. This will assist with three-way collaboration and troubleshooting, as needed. Hardware replacements must be requested directly from the hardware vendor. You can reference the Cohesity Case number to assist in log collection and troubleshooting, as needed Cohesity Support is available to assist you and the hardware vendor during the replacement process. If you are unsure where to open a case, the Cohesity Support team is trained on partners' solutions and can help guide you.
Third-party applications (Marketplace Apps) running on the Cohesity platform	Installation issues - contact Cohesity Support. Application issues - contact the application vendor. Cohesity support is available to assist. Please provide the third-party vendor case number to your Cohesity SRE to assist in 3-way collaboration and troubleshooting, as needed.

Cohesity Software Support

The Cohesity technical team is dedicated to providing your organization with complete, responsive, high-quality services, boosting your experiences with Cohesity products and services. The following table illustrates Cohesity's internal objectives to respond to applicable Priority Levels (IRT refers to Initial Response Time).

Priority Levels					
		Priority 1	**Priority 2**	**Priority 3**	**Priority 4**
Examples		**System down**: an event that is severely impacting the critical functionality of the Cohesity product in a production environment.	**Significant system impact**: an event, impacting features or restricting use of the Cohesity product in a production environment	**Minor system impact**: an event or state in the Cohesity environment that requires investigation, but core functionality is available.	**Non-operational system impact**: an event with minor system impact, or a request for information or questions about functionality.
IRT Internal Objective**	**Premium**	1 hour	2 business hours	4 business hours	2 business days
	Platinum	30 minutes	1 business hour		
Ongoing Update Objective	**Premium**	The issue will be actively worked around the clock with the customer until it is resolved	Once per 2 business days	Once per 3 business days	Once per business week
	Platinum	Every 2 hours (during synchronous troubleshooting via phone/video-call)***	Once per business day		
Primary Customer Responsibilities		Customer and Cohesity support are continuously engaged to drive resolution or workaround for the case	Customer and Cohesity support will engage within local business hours* to resolve the case with urgency	Customer and Cohesity support will engage within local business hours* to resolve the case in a timely manner	Customer and Cohesity support will engage via written updates within local business hours* to resolve the issue
		Customer is responsible for installing, and/or upgrading to a Supported Release if Customer wishes to continue to receive Support. Customer agrees to: provide necessary technical resources and all required technical information; If possible, provide documents/network topology diagrams of deployment in a timely manner; and respond in a timely fashion to questions posed by Cohesity resources.			

* Local business hours are defined as 8:00AM to 5:00PM local time and excludes weekends and public holidays. Local time is defined by the country and time zone of the SFDC contact. If this information isn't available, mailing address at the customer level is used unless otherwise specified at the time of product activation.

**Cohesity's internal 'initial response time' (IRT) objective using reasonable efforts.

*** Objective defaults to once per business day if customer ceases synchronous troubleshooting over phone or video call.

Terms & Conditions. The above is informational only. Terms applicable to Cohesity support are available at cohesity.com/agreements.

Cohesity Hardware Support

If you are using Cohesity hardware products and have purchased a hardware support agreement, then Cohesity will deliver to you, at no charge, the replacement parts that Cohesity determines are required within the Part Delivery Time:

Location	Parts Delivery Time
USA (incl. Hawaii, Alaska, Puerto Rico)	Next Business Day
EU Countries & UK	Next Business Day
Non-EU Countries in Europe	Best Efforts
Australia, Singapore, Japan, China (Beijing, Shanghai, Shenzhen, Guangzhou)	Next Business Day
Rest of World	Best Efforts
Add-On Services (may be added for an additional fee): • Hardware Non-Return Option • 4-hour Hardware Services (designated locations only)	

Please note, actual delivery times might vary if your location is remote and/or if common carriers encounter delays or require special transportation arrangements for reaching your site, or if Customs clearances impose delays. As part of the Return Material Authorization (RMA) process, a case is required for hardware troubleshooting and product (or part) replacement. For more information on the RMA process, review the Cohesity Support and Maintenance Terms and Conditions.

Cohesity does NOT support hardware other than Cohesity's own Hardware Products. Although we don't open cases with hardware vendors on your behalf and cannot arrange your RMAs, we can guide you to the right people and places.

U.S. Federal Government Customers

For existing qualified U.S. federal government customers, you are entitled to all of our Premium support benefits, and your requests will be handled by U.S. citizens. We have a dedicated support number for your convenience: **1-202-470-1821**

Availability of Our Technical Teams

We strive to serve your organization with local support professionals from our offices in North America, Asia-Pacific, and Europe.
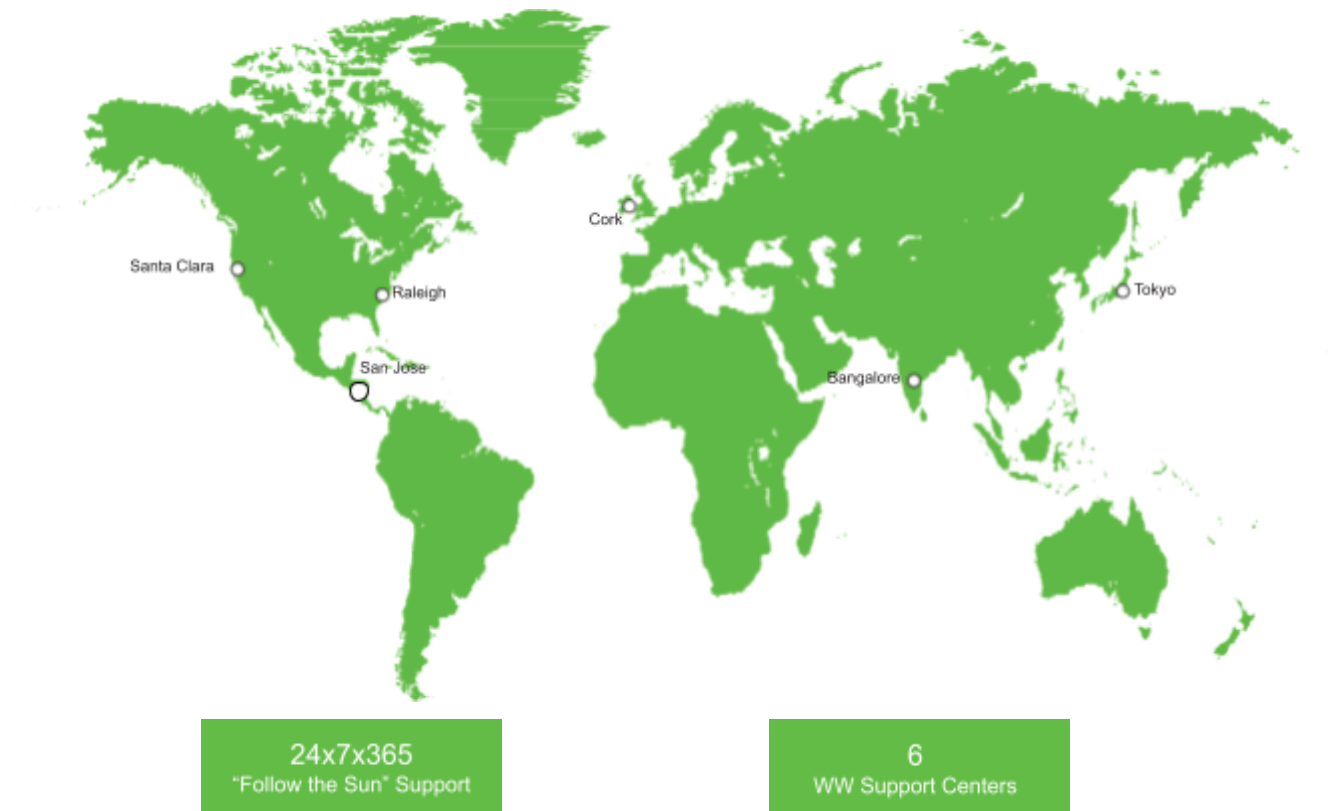
Contact Our Support Team

You can reach our Cohesity technical support professionals every day of the year, at all times of the day.

Visit us on the Web: https://support.cohesity.com/login

Via phone: For the full list of global technical support numbers, visit our Cohesity Support page.
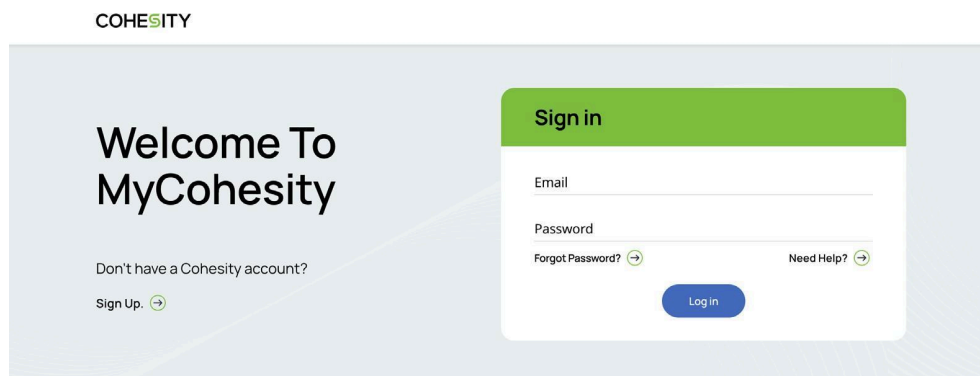
MyCohesity: All in one place

MyCohesity provides users with one account and one password, so you can navigate and manage all of the Cohesity resources you have access to without hassling with multiple locations, logins and passwords. The portal provides a single place to access:

- Helios
- Support Portal
- Academy

- Product Documentation
- Cohesity Circle
- Partner Portal

With this fast, centralized access to all resources and the ability to seamlessly transition from one service to another without disruption, our goal is to increase engagement and deepen our relationships.
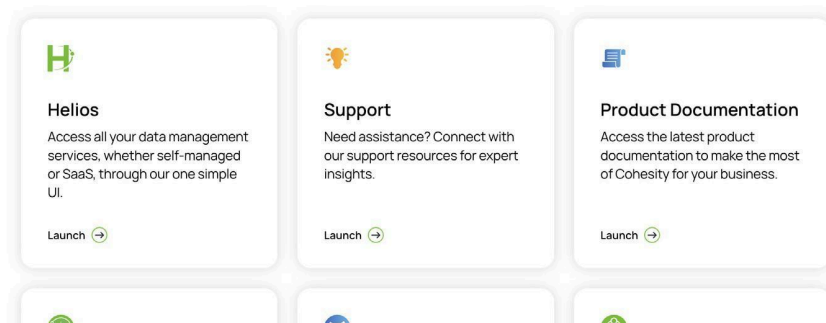
If you are a new user to Cohesity you can just sign up (top left from picture below) for a new account at MyCohesity. You will receive a welcome email with your username and a link to activate your account and set your password. Once you are logged in, you will have access to all of MyCohesity resources, except for Helios. As your first time, you will need to click on Launch from the Helios tile, and on the next screen click on Request access. This will trigger an invitation to your Helios Administrator to add you as a Helios user, giving you then access to Helios. The first person in your organization to sign up for MyCohesity will have Helios Admin access.

Alternatively, to get access to MyCohesity instead of you signing up, your Helios Administrator can give you access to that by adding you as a user (see Manage Users documentation). From the email you will receive, you can activate your account and have access to all MyCohesity resources, including Helios.

COHESITY

Welcome To MyCohesity

Don't have a Cohesity account?

Sign Up. →

Sign in

Email

Password

Forgot Password? →   Need Help? →

Log in

Everything Cohesity. All in one place

Discover all that Cohesity has to offer with one easy to access portal for all resources.

Helios

Access all your data management services, whether self-managed or SaaS, through our one simple UI.

Launch →

Support

Need assistance? Connect with our support resources for expert insights.

Launch →

Product Documentation

Access the latest product documentation to make the most of Cohesity for your business.

Launch →

Cohesity Helios

Cohesity Helios is a SaaS-based platform that combines a single, global user interface (UI) with built-in machine learning to provide you operational insights and actionable recommendations to help meet your SLAs and ensure business continuity. Connecting clusters to Helios dramatically simplifies managing all of your data and applications, wherever they are distributed across a hybrid landscape, from data centers, to edge environments, to public clouds.

You can access Helios going directly to helios.cohesity.com using MyCohesity credentials. If you are using an Identity Provider to login to Helios then use your SSO credentials.

With Helios, you can:

- Manage all your Cohesity clusters from a single UI.
  NOTE: Make sure your clusters are connected to Helios.
- Generate global reports for deeper visibility.
- Search and take actions across your global footprint.
- Monitor your clusters continuously.
- Orchestrate cluster upgrades.
- Proactively plan for emerging business requirements with capacity prediction.
- Monitor machine learning-based anomalies detection for ransomware attacks.
- Download and manage applications from the Cohesity Marketplace.
- Add users to the support channel and manage their permissions.

Helios also provides a proactive wellness mechanism that auto-generates cases based on predictive alerts, cluster alerts, and bundle logs (see the full list of proactive alerts in our *Helios Auto-generated Cases for Proactive Wellness* knowledge base article). The contact information used for auto-generated cases and notifications is determined by the contact email address that you associated with the cluster during cluster registration. It's crucial that you have an email address associated with each of your clusters. If you need to update the contact for a cluster, please follow the instructions in the How to set a contact to receive Helios Proactive Wellness emails knowledge base article.

Learn more about Helios in the online Help.

CCS - Cohesity Cloud Services

CCS is our portfolio of offerings built atop the Cohesity Helios platform, radically simplifies the way data is backed up, secured, governed, and analyzed. It provides capacity-based pricing, eliminates infrastructure and silos, and consolidates data from multiple use cases such as data backup and archiving, disaster recovery, file and object services, copy data management, and analytics - all provided through a Software as a Service (SaaS) delivery model.

Cohesity DataProtect delivered as a Service provides backup and recovery capabilities (BaaS).

Learn more about CCS here, and how to get started in the Cloud Services documentation.

Cohesity Support Portal

Visit the Cohesity Support portal to explore all of our resources and programs. From there you can:

- Create and manage existing cases.
- Access and download Cohesity software updates.

**NOTE**: If the cluster is connected to Helios, you can do this directly in Helios.

- Access product documentation, knowledge base articles, and how-to videos.
- Submit IDEAS and feedback, and vote on new product ideas

Create a new Support Case

You can create a new case by using:

CoVA AI: CoVA AI is our gen-AI powered virtual assistant. This will help you in self-service and create a case faster. To create a case using CoVA-AI:

1. Click on the **CoVA-AI** tile on the homepage or click the Cohesity icon in the bottom-left corner of the screen.
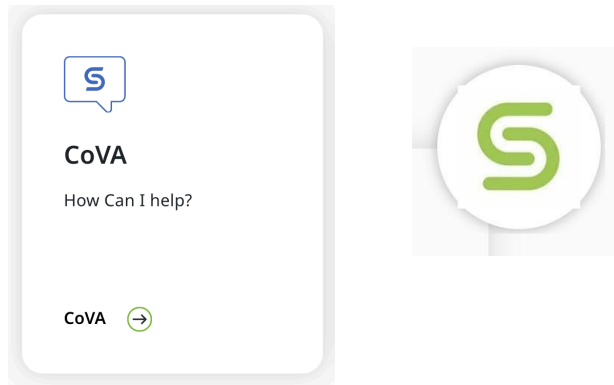
2. Click the Create a case bubble or type in "Create a case" or "Open a case"

3. Choose appropriate categories for the case.

4. Provide relevant details:

5. Once done, click Submit.

6. This will create the required case.

Ability to update the priority of the case

We have introduced a new change that allows customers to edit the priority of the case after a case is created. This will help customers to increase the priority of the case when they want immediate attention on the case.

Cohesity Cases Involving Hardware

Any potential Cohesity hardware-related issues require a case for hardware troubleshooting and product (or part) replacement to be opened. All returns must be authorized and assigned a Return Materials Authorization (RMA) number in advance by Cohesity Support staff.

Replacement products and components are shipped to end users, systems integrators, and resellers based on instructions from Cohesity Support. Our products and components that are (A) covered under the terms and conditions of Cohesity's Express Limited Warranty, or (B) covered under a purchased support package, must be pre-authorized for return by Cohesity with an RMA number marked on the outside of the package and packaged appropriately for safe shipment.

If our Support staff determine that a replacement part (or product) is needed, a replacement will be shipped. You (or your designated service provider) will receive a dispatch number that also acts as your RMA number. We pay all freight charges for returned Covered Products or components via a Cohesity- designated carrier. If your support level allows you to keep defective hardware parts, there is no need to return them to us. However, all other defective hardware parts must be returned via our RMA process.

The case SLA resets to the contractual SLA when a case is transferred from Cohesity to the certified hardware partner and from a certified hardware partner to Cohesity.

Updating Cohesity Case Priority

To update the priority of the case:

1. Click on the case number from the list.

2. Click on the Pencil icon
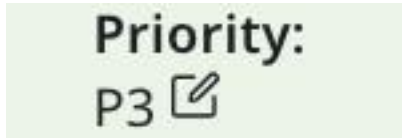
Priority:
P3 ✏️

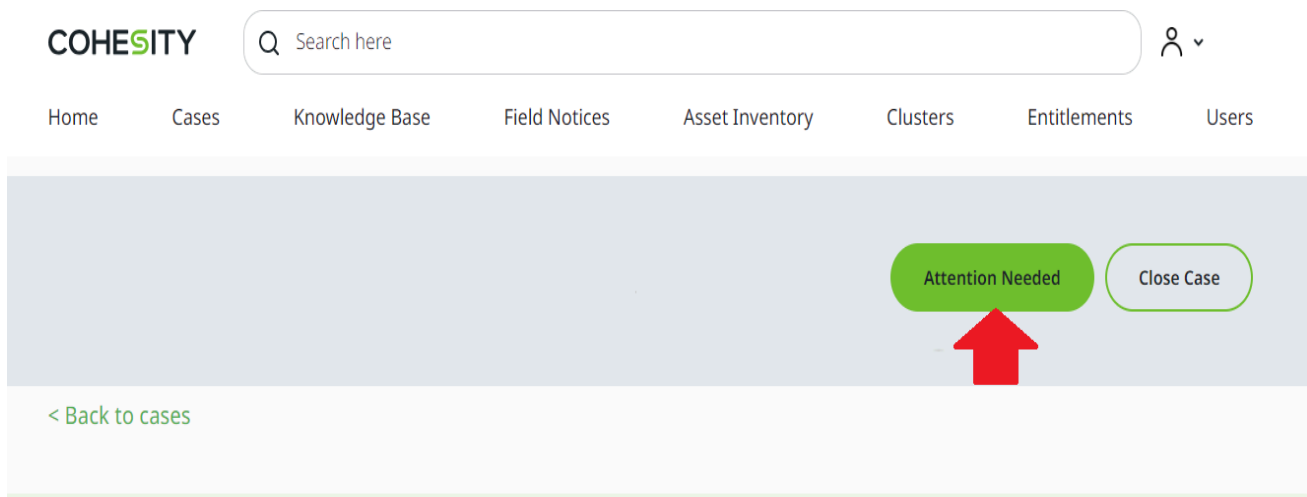3. Select the appropriate category and click Update Priority.

Update Case Priority

Priority ⓘ

P3

Cancel   **Update Priority**

Cohesity Case Escalation

You can raise the priority of your case based on business impact at any time. To begin an escalation, open the case that needs to be escalated, click **Attention Needed**, and provide the reason and details for the escalation. If you have Platinum service (check your <u>asset inventory</u>), you can contact your Cohesity TAM (Technical Account Manager) resource to escalate the case.

COHESITY   🔍 Search here   👤⌄

Home   Cases   Knowledge Base   Field Notices   Asset Inventory   Clusters   Entitlements   Users

Attention Needed   Close Case

⬆️

< Back to cases

If your request is not addressed within our time objectives (refer to page 6), our system automatically notifies our second-line management. All escalation requests notify both the engineer working on your issue as well as our management team.

Proactive, Automated Techniques to Speed Case Resolution

We use two solutions with innovative techniques to speed your case resolution: the Cohesity Support Channel and Cohesity Helios Support Automation.
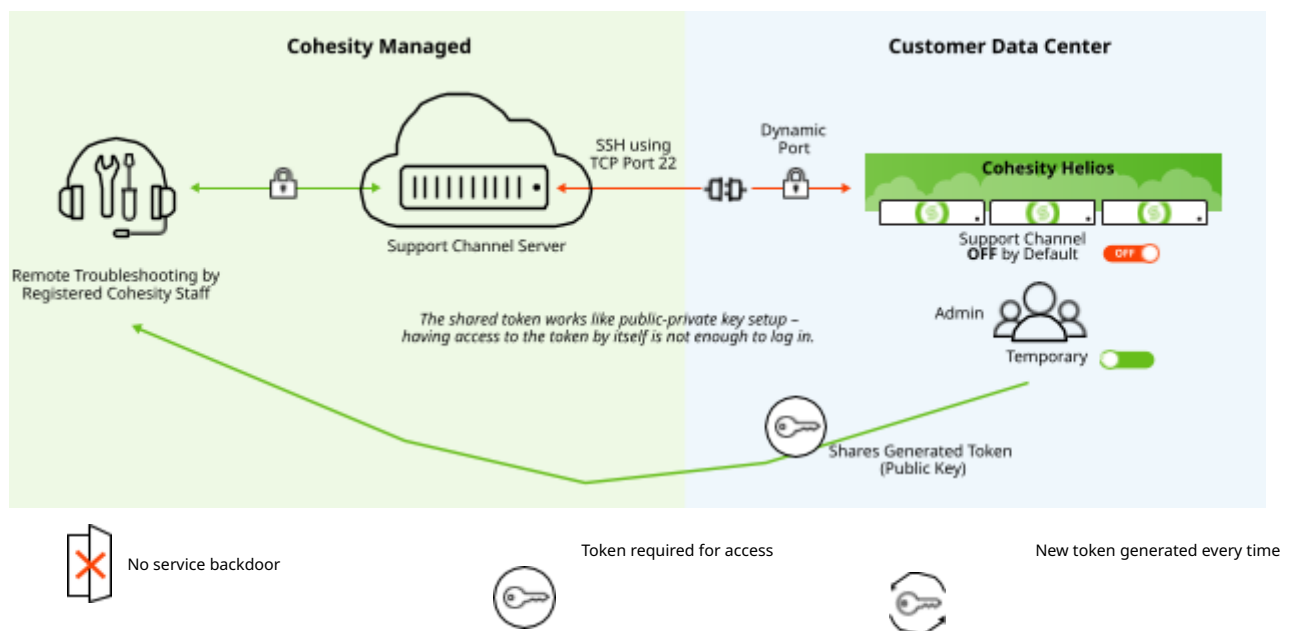
Cohesity Support Channel

This is a secure, simple, and effective way for our Support Engineers to provide you with on-demand assistance. When the Support Channel is enabled, one of our qualified Support Engineers can log in to your Cohesity cluster to troubleshoot and solve your issue remotely.

Our Support Channel server is located in the public cloud and has a secure login mechanism. The server is configured with a public key and accepts connections only from the Cohesity cluster and authorized Cohesity personnel. The cluster chooses one node as the master node and that node initiates a 2048- bit RSA-encrypted tunnel on TCP port 22 with the server. (Contact Support if you prefer to use another port.) This ensures that all communication is encrypted between the Support team and the cluster.
The server configuration is restricted to a limited set of Support Engineers and a strict user registration policy is enforced and audited on a regular basis.

You can turn access off, turn access on, or provide temporary access for a set period of time to provide our Customer Support personnel access when needed for support purposes. Support Channel access is off by default.

Typically, the Support Channel is used by our Support team to download support logs, examine current system settings, and view job progress for problem diagnostics. All Support Channel usage is tracked and logged.

The diagram below illustrates how our Support Channel works.

For instructions on enabling and disabling the Support Channel, see Manage the Support Channel in the online Help.

Cohesity Helios Support Automation

Cohesity Helios Support Automation is enabled by default to detect issues and help you ensure you meet your business SLAs. To do this, Helios collects metadata from managed clusters for the purpose of monitoring, reporting, and providing interactive management.

Helios collects the following metadata from the cluster:

- Alerts
- Cluster configuration and status
- Firmware information
- Time capsule for troubleshooting (that is, debug logs, Linux command outputs, and custom settings on the cluster)
- Audit logs
- Statistics
- Rest API outputs
- Objects discovered from various sources
- Protection Group and Protection Run details
- Dashboard, users, and groups activity
- Cohesity Helios Support Automation works

Cohesity Helios Support Automation works on an opt-out model. It enables a proactive wellness mechanism that auto-generates cases based on predictive alerts, cluster alerts, and bundle logs. For more information, see the *Helios Auto-generated Cases for Proactive Wellness* knowledge base article.

Verify that port 443 is open for the following targets:

- helios-data.cohesity.com
- helios.cohesity.com

Helios collects metadata:

- **Daily**. Includes logs for troubleshooting
- **In real time** (every 15 minutes). Includes alerts, cluster configuration, and statistics for the last 15 minutes (but does not include logs)

We retain the raw metadata for only 15 days, but we hold onto the processed metadata required for some use cases, such as capacity prediction and proactive wellness.

Helios does not collect customer data residing on the Cohesity cluster; only the related metadata is collected and analyzed.

Metadata Encryption

Helios encrypts metadata in flight and at rest by default and takes a multilayered approach. Specifically, in flight, the metadata is encrypted using HTTPS over the TLS 1.2 protocol, and at rest, the public cloud infrastructure encrypts the metadata using the AES-256 standard.

Helios leverages the services provided by the cloud platform vendors to manage and encrypt the metadata and keys that are stored at rest in cloud storage services. This ensures that all the metadata that we store are encrypted, secured, and protected from unauthorized access.

When Cohesity Closes Your Case

Once your case—regardless of priority—has been resolved, we mark it closed. When your case is closed, you will automatically receive a satisfaction survey. Please take a few minutes to complete it as it helps us identify areas for improvement and when appropriate, celebrate achievement.

Accessing Cohesity Software

You can use your Cohesity Support portal account login credentials to access the latest Cohesity software. If you are upgrading your Cohesity cluster's software version and it's connected to Helios, you can do it directly from the Helios portal.

If you don't have Support portal credentials, contact your Helios Administrator (see Cohesity Support Portal above).

Our Software Release Lifecycle

We regularly release Cohesity software updates, supporting a variety of capabilities—from new features to fixes.

Cohesity Software Release Types and their Lifecycles:

Type	Description	Lifecycle
Feature Releases	Feature releases deliver new features. The numbering format for them follows this pattern 6.8, 7.0, etc.	Feature releases are supported for a minimum of 6 months from first availability of it. A feature release is available via the controlled rollout process (see section below) and it progresses through various stages before it may earn LTS designation.
Maintenance Releases	Maintenance releases deliver fixes and minor enhancements in a release. They are indicated by the 3rd digit of the release number such as 6.8.1. We may deliver intermediate update releases which contain fixes and minimal enhancements and are represented by "_u<YYYYMMDD>" after the 3 digits, such as 6.8.1_u2 0240415.	The lifecycle of maintenance releases is aligned to that of a feature release and/or LTS release. Urgent fixes might be addressed with a patch (see below) (which is always included in all subsequent patch or maintenance releases).
Patch Releases	Patches are urgent fixes delivered for maintenance releases. They are indicated by 'p<YYYYMMDD>' for product fixes and 'p<YYYYMMDD>s1' for product fixes plus CVEs (Common Vulnerabilities and Exposures) fixes. They are provided as needed (about 2 to 6 weeks).	Patches are rolled up cumulatively into the next maintenance release.
LTS (Long-Term Support)	LTS is a designation made to a feature release when specific stringent quality and stability requirements are met. From the moment a feature release earns a LTS designation, it is referred to as an LTS release. Our goal is to have two LTS releases available to customers at any given time.	LTS releases are supported for a minimum of 12 months from the date of LTS designation and minimum of 6 months of overlapping coverage between two LTS releases and are available to all customers. Customers using LTS releases are encouraged to upgrade to the latest maintenance release as each becomes available.

The diagram below illustrates the software string key.

| Release	Software Versioning Scheme	Naming Scheme	Example
Major	SemVer	X.Y _release-YYYYMMDD_SHA	7.0_release-20230925_2fecc890
Minor	SemVer	X.Y.Z_release-YYYYMMDD_SHA	7.1.1_release 20231128_900a8df7
Unified Release "U"	CalVer	X.Y_release-uYYYYMMDD-SHA X.Y.Z_release-uYYYYMMOD-SHA	6.8 _release-u20231219- b55c185c 6.8.1 _release-u20231219-b55c185c
Product Patch "P"	CalVer	X.Y-pYYYYMMDD ##-SHA X.Y.Z-pYYYYMMDD-##-SHA	7.1-p20240204-00-f210474 7.1.1-020240204-00-210474e
Security Patch "S"	CalVer	X.Y-pYYYMMDDs1-##-SHA X.Y.Z-pYYYYMMDDs1-##-SHA	7.1-p20240204s1-00-f210474e 7.1.1-p20240204s1-00- f210474e
Hotfix	CalVer	«service name»-X.Y_pYYYYMMDD-patch-##-SHA or «service name>-X.Y.Z_pYYYYMMDD-patch-##-SHA	atom-7.1_p20240204 - patch-00-f210474e atom-7.1.1_p20240204-patch-00-f210474e

Release Controlled Rollout Process

Every feature release is controlled for a period of time and requires Cohesity approval for access. Controlled rollout process provides staged quality gates to ensure the release is stable and suitable for all production environments. Feature releases follow the standard support processes and customers can request access through the account team or Cohesity Support. These releases are only visible to approved customers on downloads.cohesity.com

Feature Release Stages

A feature release progresses through four stages:

1. Beta: intended for non-production environments for feature verification and testing;
2. Initial Production Release (IPR): intended for non-mission critical workloads;
3. Production Release (PR): intended for non-mission critical workloads and PoCs;
4. Production Release Mission Critical (PRMC): intended for all workloads including mission critical workload.

The diagram below illustrates a fictional example of a feature release progressing through the stages and earning LTS designation:
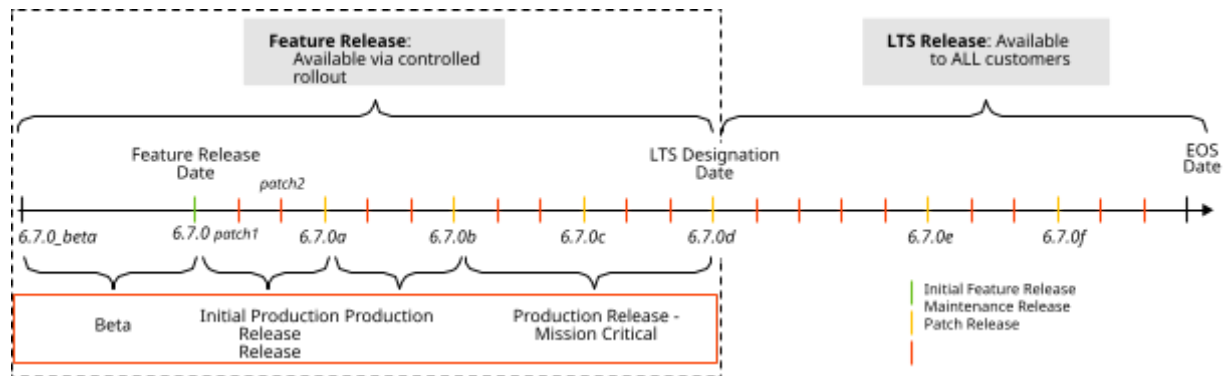
End of Support and End of Life Policy

For End of Support (EoS) and End of Life (EoL) dates for each Cohesity software release and hardware, see the *Cohesity Products End of Support and End of Life Information* guide.

Read Our Product Documentation

We provide a robust, on-demand and detailed knowledge base, accessible right from the Support portal, and product documentation to support your deployment of Cohesity products and many capabilities.

Submit Your Ideas And Feedback

Our development teams always appreciate your feedback. Please submit your ideas for new or enhanced Cohesity capabilities through our Support portal.

Cohesity Academy

Cohesity Academy delivers training, education, and certification in ways that make the most sense for you and your business. We offer self-paced interactive courses, virtual instructor-led training, and instructor-led, dedicated team training. The certifications enable technical professionals to demonstrate their current data management skills as well as mastery of increasingly difficult concepts and tasks that arise in real-world environments. Explore our customer catalog for a complete list of eCourses and Instructor-Led lab-based courses at www.cohesity.com/academy.

Self-service enrollment: If your company has purchased seats for instructor-led lab-based courses, hundreds of sessions are available to fit your schedule. To enroll, log in to the Academy via MyCohesity, select a day and time, register, and "request enrollment." The system will check for available credits and send a confirmation upon approval.

Start with our free eCourses to learn foundational concepts of Cohesity solutions.

Dedicated private training: If your company purchased a dedicated private training, the Academy can arrange a day and time that best suits your needs. We offer private training for up to 12 employees from your company, coordinated to fit your schedule. Fill out the Cohesity Academy Training Booking Form to request coordination for a preferred day and time. For optimal results, schedule the delivery of the course(s) just before the installation of the solution to ensure your team is ready.

Additional Information:

Purchased training will expire in one year.

Hands-on lab access is available for 6 months, starting from the first day of the course.

If you have any questions feel free to contact academy@cohesity.com. Login to MyCohesity to begin your learning journey today!

Cohesity Product Documentation

Cohesity Product Documentation provides you access to the latest product documentation to support your deployment of Cohesity products including technical guides and third-party software support matrix for Cohesity Data Protection. You can also access Cohesity Developer Portal for APIs documentation, learn how to build an App, and browse several samples.

Cohesity Circle: Our Customer Community

We're excited to invite you to Cohesity Circle, our exclusive online customer community and loyalty program. By joining today, you can:

- Learn from your peers: Share experiences and gain insights.
- Get rewarded: Earn points for your contributions, which are redeemable for rewards.
- Advance your knowledge: Dive into a wealth of high-quality content and training to boost your professional growth and brand.

We can't wait for you to join us in the Cohesity Circle!

Cohesity Partner Portal

Cohesity is 100% focused with a commitment to building relationships that offer value both to our partners and their customers. We continue to strengthen our ecosystem with a robust set of solution providers, global system integrators (GSI), service providers, and distributors.

Additional Support Services and Resources

The Cohesity Technical Account Manager (TAM) Support Service – Our TAM service helps you get the highest possible value from your 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 our 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 your support issues. TAMs work with you and your team to set goals, share feedback, and drive action. They track requested product enhancements and promote roadmap input internally. The TAM service complements your Support plan. Learn more.

Cohesity Platinum Service – Our Platinum Service provides you 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). As named individuals, your DSE works on your cases as they arise while your TAM continually advocates for your needs, coordinates Cohesity resources for your strategic planning benefit, and helps your organization quickly resolve open support issues. Platinum Service is an extension of Cohesity's Premium Support plan. Learn more.

Cohesity Resident Engineer Service – Our Resident Engineers are uniquely qualified to assist and advise your team, providing data protection services and helping you administer Cohesity Helios. Each Resident is a Cohesity expert and has received comprehensive product training and certifications to help you integrate your workloads for seamless transition and data protection continuity. Learn more.

Cohesity Customer Success Program – Our Customer Success Managers (CSMs) are committed to providing a seamless onboarding experience and process, ensuring you are starting on the right foot. CSMs focus on tooling, reporting, and systems to assist all customers with their success. For specific customers, a CSM may be assigned to guide you on your full Cohesity journey. Learn more.

Cohesity Installation Service – The goal of this service is to provide rapid installation and configuration expertise for organizations adopting our Cohesity Helios® multicloud data platform, on premises or from the cloud. Our Advanced Services team accelerates your time to value and helps protect your investment. Learn more.

Cohesity Quick Start Service – This service provides VMware, SQL, and Oracle configuration to integrate your workloads and provide data protection services. Learn more.

We're Here For You and Your Organization

Our motto is customers first. Communicate. Confer. Collaborate. We're here and ready to assist. Your success matters, so send us feedback, and if you don't find what you're looking for here, contact Customer Success at Cohesity! We look forward to working with you.