

Designated Technical Support Engineer

Priority Case Ownership from a Dedicated Cohesity Expert

The Designated Technical Support Engineer (DTSE) provides direct, high-touch support with a focus on rapid issue resolution. Your DTSE becomes deeply familiar with your Cohesity environment, streamlining the support process and ensuring continuity across all open and ongoing cases. This role is designed to give you confidence that every case is managed with full context and urgency.

Why Choose a DTSE?

When uptime and issue resolution speed are critical, a DTSE ensures your support needs are met with consistency and accuracy. As your single point of contact for technical support, the DTSE takes ownership of your cases, collaborates directly with engineering as needed, and provides an efficient, seamless experience.

Key Responsibilities:

Your DTSE will:

- Take responsibility for and oversee your top-priority and complex cases from start to finish.
- Maintain a thorough understanding of your Cohesity deployment, infrastructure, and business priorities.
- Provide proactive guidance on issues.
- Focus on stability, reliability, and performance.
- Probable Cause Analysis and corrective action planning.
- Facilitate regular case reviews and support reporting.

- Collaborate with Cohesity engineering and support teams to drive faster resolution.
- Ensure smooth operation of the deployed Cohesity solution.

Service Highlights:

- **High Touch and Differentiated Support:** Better response times and ongoing update objectives.
- **Point of Contact:** for all Cohesity product features and issues.
- **Designated Case Ownership:** from an expert familiar with your environment.
- **Accelerated Response:** and resolution for critical issues.
- **Consistent Support Experience:** without repeated context sharing.
- **Proactive Case Trend Reviews:** with actionable recommendations.

Points to Note:

- Additional DTSE SKUs can be purchased, up to 5 SKUs for a dedicated DTSE resource.
- DTSEs are shared resources that operate regionally during regular business hours, following customers' local time zones. Outside of business hours, customers will be assisted directly through the Cohesity Platinum DTSE queue until the next business day.
- The Cohesity DTSE Service provides up to 50 days annually of the DTSE's time.

For further questions or additional information, contact: dtse-managers@cohesity.com

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