



# Virtana Platform Powered by Customer Success

## Virtana is committed to your success

- 30-day implementation plan
- Environment set up
- Technical reviews to ensure successful configuration, product adoption, and operationalization
- Regular business review cadences to ensure your successful adoption and operationalization of the platform
- Supplemental services post-onboarding for long-term success

## Your Virtana team includes the following resources:

- Customer Success Manager
- Technical Account Manager
- 24 x 7 Customer Support

### Benefits

- Identifies performance and behavioral anomalies and potential trouble spots
- Reveals potential infrastructure issues through comparison with infrastructure performance management best practices
- Provides an unbiased view from the container, host, or VM to the LUN/file system to find issues

As part of Virtana’s commitment to your ongoing success, our Customer Success Service provides you with access to a dedicated Customer Success Manager (CSM), a Technical Account Manager (TAM), and 24 x 7 Customer Support

Your CSM is your primary business point of contact, ensuring alignment of Virtana value with your business goals and objectives.

Your TAM is a Virtana subject matter expert who acts as your primary technical point of contact, leveraging best practices accumulated over years of experience in operationalization and adoption of Virtana’s solutions.

Our combined team will review your strategic goals and initiatives with you and collaborate with your team to speed value realization and goal attainment.

Customer Success Service Benefits	
Structured onboarding and training	<ul style="list-style-type: none"> <li>• CSM and TAM guided onboarding support, with structured best-practices methodology</li> <li>• Virtual role-based learning paths</li> <li>• Unlimited access to self-paced online learning and webinars</li> </ul>
Ongoing enablement and technical support	<ul style="list-style-type: none"> <li>• Assigned CSM and TAM support</li> <li>• Post-sales journey managed by CSM</li> <li>• Leverages best practices and use cases</li> <li>• Regular business reviews</li> <li>• Customer benchmarking</li> <li>• 24 x 7 technical support</li> <li>• Premium support service level agreements (SLAs)</li> </ul>
Enhanced product support	<ul style="list-style-type: none"> <li>• Product roadmap presentations</li> <li>• Product release reviews and technical working sessions</li> <li>• Early access to new features in a preview or private beta version, based on eligibility</li> </ul>



## Business Reviews

Virtana will conduct business reviews 30-, 60-, and 90-days after implementation, and quarterly after onboarding is complete. During these reviews, Virtana will review the following with you:

- Configuration status including newly-added infrastructure, integrations, or cloud accounts requiring configuration
- Customer-specific metrics related to adoption and usage
- Results and deliverables from the preceding 90 days
- Major risks or obstacles to success and action plan to address them
- New products and features that you may benefit from
- Areas for additional adoption or value realization
- New business goals and how Virtana can help you achieve them

## Ongoing Enablement

Our Customer Success team uses a consultative approach to drive adoption and value realization through Virtana Platform. Your TAM will work with you to deliver advice, best practices, and training for hybrid cloud infrastructure management and optimization. You will also receive unlimited access to our full catalog of enablement content including:

- Self-paced online training in Virtana University
- Online videos and live and recorded webinars
- Online documentation
- Virtana Community

## Performance Benchmarking

We will track and compare your adoption and infrastructure management to other similar companies based on vertical and size. We will work with you to understand how your business functions and how you manage your infrastructure. We will leverage research, anonymized industry data, and the data collected by Virtana Platform to identify opportunities for improving performance, optimization, and cost savings.

## Review Annual Product Roadmap

We will share product roadmap information with you; presenting new features and capabilities that have been added or will be added to Virtana Platform.

## Early Access to Product Betas

You will have the opportunity to access product beta versions, based on eligibility. These beta versions are designed to provide you with the earliest access to new enhancements and to collect your input and feedback on how we can make Virtana Platform better.

## Ongoing Technical Support

You will also have access to our 24 x 7 Technical Support team, with defined SLAs based on ticket priority. Our experienced and results-driven Technical Support team strives to solve your technical issues while keeping your business goals in mind.

Our technical support includes:

- Unlimited number of support tickets
- Email and web-based ticket submission
- Online ticketing system for tracking and reporting
- Access to online documentation
- Access to our Virtana Community where you can ask questions and share information with other Virtana Platform users
- A designated TAM for support escalation

## Supplemental Services

Should you require further assistance, supplemental professional services and training are available. These services are not included in your Customer Success Service.

Your CSM can work with you to determine the best package or services needed and provide associated pricing.

## Infrastructure Assessment Service

A comprehensive service designed to assess the health, utilization, and performance of the multi-vendor, end-to-end compute, network, and storage infrastructure supporting your business.

## Workload Placement Service

Our Workload Placement Service helps you de-risk your cloud migrations by validating whether your applications are suitable to move to the public cloud.

We map application dependencies and perform move group analysis and profiling to determine an application's fit for the public cloud.

## Strategic Support Service

Tailored support to provide advanced support baseline analysis, troubleshooting, and configuration of our flagship Infrastructure Performance Management (IPM) product.



Virtana service and support teams have been phenomenal.

Having direct access to such deep storage and infrastructure expertise gives us peace of mind."