

## Premium Services

Customer success through accelerated ROI

### Druva's commitment to customer success

The Druva Professional Services team ensures that your organization has firsthand access to our rich expertise during the design and deployment of the solution in order to fully leverage proven best practices from start to finish. While delivering solutions tailored specifically to your organization, we are able to dramatically accelerate your deployment efforts and reduce the workload on your internal IT staff, allowing them to focus on projects that require their unique talents and experience. Our engagement methodology is outlined below.

### Discover

Druva's highly skilled experts will review your business requirements, infrastructure, network, and application environment to identify and mitigate challenges prior to production.

### Design

We work in partnership with your technical staff to design an effective and successful deployment plan. Comprehensive approaches are developed for optimal network-bandwidth usage and integration with infrastructure services, as well as data-protection and governance policies to meet your business objectives.

### Deploy

Our solution-deployment experts have provided organizations of all sizes with accelerated business time-to-value through proven methodology, while cutting time-to-completion in half. We will ensure that the implementation and integration with your infrastructure services are designed for effortless deployment. We will also assist your organization through the pilot, UAT and deployment phases by monitoring and mitigating issues throughout the engagement.

### Training

[The Druva Learning Center](#) provides virtual administrator-training classes to enable customer success through rapid knowledge transfer. We provide continuous training opportunities to ensure that new resources are ready to support the solution without the hassle of revisiting the procurement process. Our subject-matter experts can create customized training based on your environment and targeted for appropriate stakeholders in your organization.

### Key services:

Engagement  
Manager

Premium  
Support Access

### Highlights

- Designated Druva resources
  - Customer Success Manager
  - Professional Services Consultant
  - Premium Support team
- Quarterly business reviews
- Quarterly health-checks
- Premium support access
- Custom training

### Top benefits

- Reduce total cost of ownership through expert implementation and proven methodology
- Accelerated ROI
- Faster deployment by leveraging best practices
- Solution consulting
- Leverage seasoned Druva technology experts

## Solution consulting services

Druva's Professional Services team is available to help plan and implement the necessary changes to your Druva solution deployment throughout the infrastructure lifecycle process (including upgrades, M&A, etc). We will ensure contingency plans and resource are in place during the change control management process, augmenting your teams and reduced cost using our continuous engagement methodology.

## Business reviews & health-checks

The Druva team will engage with you on an ongoing basis for business reviews followed by health-checks. Our health-check services provide the auditing and compliance benefits you require. Our consulting services identify any potential issues and recommend best practices that are tailored to your individual needs and will help you maintain a problem-free, optimal environment.

## Services

- Customer Success Manager Services
  - Primary post-sales point of contact
  - Project management
  - Deployment plan & documentation
  - Committed to the overall success
- Professional Services Consultant Services
  - Technical point of contact
  - Evaluates your requirements
  - Design, integration & best practices
  - Solution consulting

## Training resources

- Unlimited training classes
- Custom training experts

## Support level

- Premium Support Access
  - 24x7x365 premium support
  - Named Support Engineer
  - Access to Tier 3 support
  - Via email, chat, phone & Support Portal
  - Documentation & Community Portal



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Druva™ delivers data protection and management for the cloud era. Druva Cloud Platform is built on AWS and offered as-a-Service; customers drive down costs by up to 50 percent by freeing themselves from the burden of unnecessary hardware, capacity planning, and software management. Druva is trusted worldwide by over 4,000 companies at the forefront of embracing cloud. Druva is a privately held company headquartered in Sunnyvale, California and is funded by Sequoia Capital, Tenaya Capital, Riverwood Capital, Viking Global Investors, and Nexus Partners. Visit [Druva](https://druva.com) and follow us [@druvainc](https://twitter.com/druvainc).