Residency services

Highlights

1 **Staff augmentation –** Certified experts enable you to seamlessly configure, operate and manage your Commvault® software solution during periods of transition

2 **Continual optimization –** Ensure you achieve an optimal return from Commvault environment through its lifecycle

3 **knowledge transfer –** Learn faster and retain more with hands-on guidance using your own equipment and use-cases

Offering summary

Migrating from an existing, legacy data management approach or upgrading to improved feature sets within an existing environment may seem daunting to an IT organization stretched thin by years of tight budgets and shifting priorities. Furthermore, organizational needs often require that resources have a highly refined level of technical skill, while working to a flexible schedule or within strict progress driven milestones. This typically results in management attempting to find all the necessary experience and skills in a single resource or group of resources.

Key service components and benefits

Component	Benefits
Augmentation	Deploy highly skilled Commvault® software experts during periods of staff transition or when you simply need additional, well trained personnel on-site to ensure that your data protection environment is operating as intended.
Solution optimization	Ensure that your data protection environment delivers optimal results throughout its entire lifecycle, not just when it's new. The Resident Support Engineer periodically comes onsite to review your Commvault environment, provide technical consultations, and make adjustments to optimize important attributes such as: performance, scheduling, data retention, and storage optimization.
Knowledge transfer	Educate staff on the most valuable Commvault software features they should use everyday or develop a refined competency with capabilities before being released into widescale production. Residency Services enable you to train-up your team using equipment and applications that they are most familiar with so they understand new concepts faster, easier, and for a longer period than they typically would with a self-taught approach.

Component	Benefits
Technical support	Finding the root cause to support issues is often accelerated by an onsite Commvault expert with the training and experience that only a Commvault Resident Support Engineer brings to bear. This same RSE can then rapidly implement any updates and ensure support issues are resolved satisfactorily.
Advanced feature integration	Key Service level attributes of the design and robust advanced features can be incorporated in the Commvault solution through the Resident Engineer as the solution evolves over time. These continuous-improvement steps ensure that evolving business requirements are properly incorporated into the Commvault configuration and result in a reliable, cost effective, tiered recovery environment.
Peace of mind	Rest easy knowing that skilled Commvault software experts are onsite, working together with your data protection professionals to ensure your company receives the value that you expect from your data and information platform.

To learn more about Commvault's consulting and professional services. Visit **commvault.com/services** ›

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