

# Advanced 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.

### 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.

## Services

- Technical consultant (TC) services
  - Technical point of contact
  - Evaluates your requirements
  - Design for your deployment
  - Deployment plan and best practices
  - Solution consulting
  - Committed to the overall success

## Training resources

- Unlimited training classes

## Support level

- Business-critical support
  - Via email, chat, phone and support portal
  - Documentation and community portal

## 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.

## 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, MandA, etc). We will ensure contingency plans and resources are in place during the change control management process, augmenting your teams and reduced cost using our continuous engagement methodology.

## Health-checks

Druva's 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.

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Druva is the industry's leading SaaS platform for data resiliency, and the only vendor to ensure data protection across the most common data risks backed by a \$10 million guarantee. Druva's innovative approach to backup and recovery has transformed how data is secured, protected and utilized by thousands of enterprises. The Druva Data Resiliency Cloud eliminates the need for costly hardware, software, and services through a simple, and agile cloud-native architecture that delivers unmatched security, availability and scale. Visit [druva.com](https://druva.com) and follow us on [LinkedIn](#), [Twitter](#), and [Facebook](#).