

# GUARDiAN

CASP

## Complete Commvault Enterprise Support

**GUARDiAN: Complete assurance for your Commvault investment. Industry leading, Commvault accredited hands on design, implementation and ongoing support for your data management estate.**

Ensure your business critical data is properly supported protected with our evidence-based best practise design methodologies, structured implementation frameworks, and ongoing support with Expert Certified Engineers and your GUARDiAN Champion.

As a GUARDiAN CASP customer, we help you further understand your deployment and ensure your business-critical SLAs are always adhered to.

*“Upon recommendation, we engaged COOLSPIRiT to develop our use of Commvault and were given immediate insights around licensing, support and product use. COOLSPIRiT continually develops our deployment and improves our strategies, so we'd recommend working with their team!”*

IT Manager, Cwm Taf NHS Trust

**COOLSPIRiT™**

[www.coolspirit.co.uk](http://www.coolspirit.co.uk)

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## Your Expert Partner

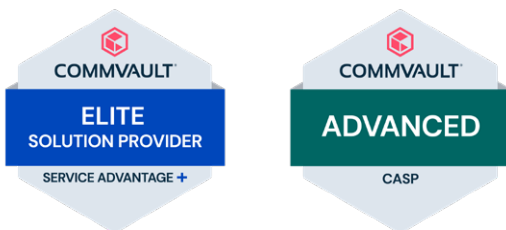
We understand your business personally and with a wealth of cross-industry experience with Commvault and other infrastructure technologies we can offer a best in class support offering. With the highest level of accreditation from Commvault our support engineers guarantee the correct advice from your first point of contact through to full resolution when things go wrong.

Optionally, we also offer our GUARDiAN fully managed service to help with your day-to-day operations, where required.



## GUARDiAN Champion

As a GUARDiAN customer you will benefit from a GUARDiAN Champion. Your Champion is part of our highly talented pool of Commvault accredited Experts, industry accredited engineers and support personnel. They are with you every step of the way on your technological journey.



# GUARDiAN

## CASP

## Service Options



### CASP-B

Monday to Friday Support (7am - 7pm)



### CASP-E

24x7/365 support (inc. bank holidays)



### Commvault User Group

The UK's only dedicated user group



### CommCell Champion

Expert certified & industry accredited



### Industry-Leading Engineers

Expert certified & industry accredited



### Health Check Services

Optional extensive optimisations



### Quarterly Service Reviews

Ensure high service levels



### Complimentary Advice

Upgrade advice & CommCell review