CommVault Boosts Customer Service Experience with Launch of New Global Partner Services and Support Program

March 23, 2009

Unprecedented Access to CommVault Services Methodology, Knowledge Base, Education and Support Ensures Rapid, Repeatable Simpana Software Deployments

OCEANPORT, N.J.--(BUSINESS WIRE)--Mar. 23, 2009-- **CommVault (NASDAQ:CVLT)**

News Facts

- CommVault is unveiling to its worldwide reseller and OEM partners a comprehensive new program of professional services, education and customer support designed to enhance their Simpana® software delivery skills, fuel adoption of CommVault® software in the market and accelerate customer ROI.
- Named CommValue™, the program offers partners a streamlined method for engaging with customers in a repeatable, cost-effective, timely and targeted way to ensure rapid ROI for end user customers. The CommValue portal features a unique methodology expressly developed for certified CommVault partners authorized to deploy the Simpana suite of backup, archive, replication, resource management and search software.
- To support rapid growth in account acquisitions, CommVault continues to enhance its Partner*Advantage* program to enable its certified resellers to more effectively prospect, sell, deploy and support the award winning Simpana data management platform.
- The CommValue program breaks new ground between CommVault partners and the company's professional service, customer support and sales engineers by providing partners access to CommVault's unique step-by-step DESIGN, BUILD and MANAGE services methodology, as well as supporting tools and resources. With this program, partners can knowledgeably engage with customers throughout the lifecycle of the Simpana software deployment, from initial design conversations focused on identifying which Simpana software features and functionality should be deployed, to later project implementation or support discussions.
- As part of the program, channel partners and VARs receive access to the following:
  - CommVault Services Methodology: Applying deep industry expertise and the proven CommVault DESIGN, BUILD and MANAGE methodology, CommValue Services methodology helps partners customize and implement CommVault Simpana software to meet their customers' unique business requirements, providing a platform that scales while helping to drive costs out of their operations.
  - Real World Knowledge Base: Extending to partners the inside track to real world CommVault engineering intelligence reduces the time to train and become experts in the CommVault Simpana suite.
  - Education Services Resources: CommVault makes it quick, easy and convenient for partners to develop CommVault expertise using the method that is best for them. Access to best practices and procedures as Simpana software features or service packs are introduced ensures partners have the most up-to-date information.
  - Streamlined Access to CommVault Support: Cooperation and access to CommVault Support, subject matter experts (SME) and engineering resources allows partners to connect quickly with the source for answers and guidance.
  - For CommValue Enterprise Partners - CommVault Solution Desk: CommVault validates the prospect through demonstration and qualification so partners' key technical architects can stay field focused, reducing the time it takes to qualify and close opportunities.
  - For CommValue Enterprise Partners - Not for Resale (NFR) Software: Access to NFR software gives partners the ability to install Simpana software in their own enterprise to get hands-on experience while protecting their valuable data assets.
- This subscription-based program will be rolled out to partners beginning on April 1, 2009. CommValue is the latest program showcasing CommVault's ongoing commitment to continuously improving the unique customer service and support experience for both its partners and customers.
- The availability of the CommValue program follows the launch of CommVault Simpana 8 software, the major new release of the company's market-leading enterprise data management software, which includes advances in recovery management, data reduction, virtual server management, and content organization. With Simpana 8 software, customers can manage larger amounts of data, scale to accommodate an expanding, globally-distributed enterprise, and slash data management costs by up to 40 percent with new virtualization capabilities, data deduplication, laptop and desktop protection, remote office data management and advanced copy management features.

CommVault Partner Community Reacts to New Program which Helps Partners Extend to Customers the Cost and Operational Savings of CommVault Simpana Software

- For EAGLE Software, Inc., a Platinum Partner *Advantage* Program member that specializes in providing total storage solutions to hundreds of customers in the Midwest, the new services program underscores CommVault's commitment to building strong partner relationships by increasing collaboration and activity levels.
- "CommVault continues to do a great job in assisting its partners. The new CommValue program rewards both new, enterprising CommVault partners and those like EAGLE Software that have steadily invested in their CommVault partnerships over the years," said Dave Hiechel, president and CEO, EAGLE Software, Inc. "Now partners like us gain additional support and resources to ensure our customers get the most out of their CommVault and EAGLE Software investments. This will also be extremely attractive to new partners just getting started with CommVault."

Supporting Quotes

- "Channel partners continue to be an integral part of our team and help us reach out to new customers around the world. Our objective is to help our partners seamlessly scale their business in line with our growth goals. With the CommValue program, we are breaking new ground in how we collaborate with our partners to implement, service and deliver Simpana software to new customers. Partners now have at their disposal a complete and repeatable program of professional services, education and customer service capabilities that are tried and tested. The culmination of more than ten years of experience transforming the software ownership experience through superior service and technical support, CommValue arms partners with the tools to more easily extend to customers the operational efficiency and economic benefits of Simpana software," said Robert Brower, vice president, Services and Technical Support, CommVault.
- "As today's organizations look to redesign their backup infrastructures, their IT budgets and resources are already pushed to the limits so now, more than ever, they need to maximize their existing data and information management investments," said Jerome Wendt, founder and principle of DCIG, Inc. "Now, with the availability of CommValue, CommVault is setting itself apart yet again in the way it helps partners solve their customers' immediate, tactical backup problems while putting in place a cost-effective, reliable data management solution that meets their requirements in the future."

Supporting Resources

- Learn more about CommVault

  http://www.commvault.com/

- Learn more about CommVault's Services offering and Design, Build and Manage Methodology and CommValue program

  http://www.commvault.com/services.asp

- Read more about the new CommVault service offering at DCIG, Inc.

  http://commvault.dciginc.com/2009/03/new_commvault_program.html

- Learn more about CommVault's news

  http://news.commvault.com

- View CommVault's bookmarks on Delicious

  http://delicious.com/commvault

- Visit CommVault's photostream on Flickr

  http://www.flickr.com/photos/31256941@N06/

- Watch CommVault's videos on YouTube

  http://www.youtube.com/commvaultsystems

About CommVault

A singular vision — a belief in a better way to address current and future data management needs — guides CommVault in the development of Singular Information Management® solutions for high-performance data protection, universal availability and simplified management of data on complex storage networks. CommVault's exclusive single-platform architecture gives companies unprecedented control over data growth, costs and risk. CommVault's Simpana® software suite of products was designed to work together seamlessly from the ground up, sharing a single code and common function set, to deliver superlative Data Protection, Archive, Replication, Search and Resource Management capabilities. More companies every day join those who have discovered the unparalleled efficiency, performance, reliability, and control only CommVault can offer. Information about CommVault is available at www.commvault.com. CommVault's corporate headquarters is located in Oceanport, New Jersey in the United States. (cvlt-pt)

Safe Harbor Statement

Customers' results may differ materially from those stated herein; CommVault does not guarantee that all customers can achieve benefits similar to those stated above. This press release may contain forward-looking statements, including statements regarding financial projections, which are

subject to risks and uncertainties, such as competitive factors, difficulties and delays inherent in the development, manufacturing, marketing and sale of software products and related services, general economic conditions and others. Statements regarding CommVault's beliefs, plans, expectations or intentions regarding the future are forward-looking statements, within the meaning of Section 27A of the Securities Act of 1933, as amended and Section 21E of the Securities Exchange Act of 1934, as amended. All such forward-looking statements are made pursuant to the safe harbor provisions of the Private Securities Litigation Reform Act of 1995. Actual results may differ materially from anticipated results. CommVault does not undertake to update its forward-looking statements.

Source: CommVault

Media Contact:
CommVault
Dani Kenison
732-728-5370
pr@commvault.com
or
Investor Relations Contact:
CommVault
Michael Picariello
732-728-5380
ir@commvault.com