Commvault Recognized for Superior Customer Satisfaction Five Years Running

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Support staff experience plays a big factor in company achieving a 98 percent customer satisfaction rate, beating industry averages

TINTON FALLS, N.J., Nov. 12, 2015 /PRNewswire/ -- Commvault (NASDAQ: CVLT), a global leader in enterprise data protection and information management, today announced a 98 percent customer satisfaction rate in the Company's fifth annual Support and Services Survey – re-affirming its excellence and commitment to helping customers maximize the return on their Commvault software investment and turn data from a complex management burden to a powerful strategic asset. A major factor contributing to the high rating is its low staff turnover, which is 200 percent better than the market average.

A leader in enterprise data protection and information management

Commvault support is built on the principle of continued innovation and this year's report reflects that core value by focusing on the role employee tenure played in customer satisfaction. Commvault determined that a huge success factor in delivering the service and technological support customers need is directly related to trained and experienced engineers that not only know how to solve difficult technical problems, but also maintain a high level of customer service. In addition to Commvault's attrition rate being 200 percent better than the market average, the company's long tenure of its Tier 2 Support Engineers ranks in the industry's 86th percentile.

Notable accomplishments from the Commvault Support and Services team include:

- Based on satisfaction surveys returned by its customers, Commvault received a 98 percent customer support satisfaction rating, which surpasses the average customer rating of 81 percent[1].
- Commvault scored 98 percent in its ability to meet service level agreement (SLA) goals.
- Commvault's suite of online self-service support tools places it in the top 96th percentile of support organization that make self-service tools available to end users.
- 63 percent of tickets are resolved at Tier 1 Level, higher than the industry standard by 14 percent.
- Nearly 100 percent of Commvault customer service calls were answered in person in less than 30 seconds, with the average time to answer being 14 seconds.
- Commvault supports more than 21 languages, greatly surpassing industry averages.

"I've worked with Commvault and the support team for over 17 years and have received above and beyond the support I receive from other technology vendors," said Robert Shapelow, Senior Systems Administrator, Temple University Health System, Inc. "One of Commvault's superior support engineers identified and helped solve a major incident we encountered, which required collaboration with other vendors, and which Commvault managed quickly and efficiently. This type of support is what sets Commvault apart from the pack."

Commvault surveys its customers to determine how they rate Commvault customer support and services that contribute to client satisfaction or dissatisfaction and compares those results to published industry benchmarks. The results provide a guide to help Commvault as it continually improves support services, and provides a "customer voice" to influence IT support and services priorities and initiatives. The survey spans a range of help desk topics, including time to respond versus time to close, languages supported, remote access, and more.

"As an employee running IT for a public sector organization, it's important for me to have someone on the other line that truly cares about our success, is always available, and takes data protection very seriously," said Robert Mueller, Senior Network Systems Administrator for the County of Los Angeles. "Commvault support encompasses all those qualities and surpasses anything I have ever received anywhere."

Commvault's ongoing technical support and services leadership is indicative of its tightly integrated combination of people, processes and technologies. As a result, customers trust Commvault to optimize operations, meet stringent service levels, achieve professional success and realize the full value of their data — regardless of time or location.

"The results of our fifth annual Support and Services survey validates the work we're doing to provide our customers with superior solutions paired with total commitment to deliver an unrivalled customer experience to best aid their data management needs," said Eugene Trautwein, Vice President, Customer Support, Commvault. "Further, we believe our position as a Leader in Gartner's 2015 Magic Quadrant for Enterprise Backup Software and Integrated Appliances supports the results, as this leading research firm credited our customer support and satisfaction feedback as favorable in larger environments."

Comparisons to industry averages are measured against the results from the 2014 HDI Support Center Practices & Salary Report by HDI, the world's largest IT service and technical support membership association. Commvault has conducted its Support and Services study each year and continually leverages HDI industry results for benchmarking purposes.

The Support and Services survey results follow Commvault's recent unveiling of its next generation integrated solution portfolio, including software products, the Commvault Data Platform and services, which help customers address the increasing challenges of managing data and information in highly changing, fast-paced global business environments. Through its Commvault Data Platform, Commvault is able to provide true technology-driven proactive support, offering customers a heightened support experience and increased returns from their Commvault technology investments.

About Commvault

Commvault is a leading provider of data protection and information management solutions, helping companies worldwide activate their data to drive more value and business insight and to transform modern data environments. With solutions and services delivered directly and through a worldwide network of partners and service providers, Commvault solutions comprise one of the industry's leading portfolios in data protection and recovery, cloud, virtualization, archive, file sync and share. Commvault has earned accolades from customers and third party influencers for its technology vision, innovation, and execution as an independent and trusted expert. Without the distraction of a hardware business or other business agenda, Commvault's sole focus on data management has led to adoption by companies of all sizes, in all industries, and for solutions deployed on premise, across mobile platforms, to and from the cloud, and provided as-a-service. Commvault employs more than 2,000 highly skilled individuals across markets worldwide, is publicly traded on NASDAQ (CVLT), and is headquartered in Tinton Falls, New Jersey in the United States. To learn more about Commvault — and how it can help make your data work for you — visit commvault.com.

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. The development and timing of any product release as well as any of its features or functionality remain at our sole discretion.

[1] Source: 2014 HDI's annual Support Center Practices & Salary Report, page 31. Membership is required to download the full report here.

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To view the original version on PR Newswire, visit: http://www.prnewswire.com/news-releases/commvault-recognized-for-superior-customer-satisfaction-five-years-running-300177504.html

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