



## Commvault Extends on Industry Leading Customer Satisfaction with New Innovations in Mobile Access, Control and Automation

December 19, 2016

**Launches Commvault® Mobile Advantage App and the Automated Proactive Solution System  
Customers Recognize Commvault for Customer Satisfaction for Six Consecutive Years Running  
Commvault receives over a 98 percent customer satisfaction rating in Annual Support and Services Survey, beating industry averages**

TINTON FALLS, N.J., Dec. 19, 2016 /PRNewswire/ -- [Commvault](#) (NASDAQ: CVLT), a global leader in enterprise backup, recovery, archive and the cloud, today announced the launch of [Commvault® Mobile Advantage App](#) and the [Automated Proactive Solution System \(APSS™\)](#) framework, bringing new innovations in mobile access, control and automation to customers. The new innovations coincide with the company receiving over a 98 percent customer satisfaction rating in its annual support and services survey review – continuing its excellence and support in the rapidly evolving data protection and information management market. The rating marks the sixth consecutive year that Commvault has exceeded industry averages in performance and customer satisfaction, enabling customers to reduce risks, lower costs, and maximize the return on their Commvault Software investment.



"While increasing threats of cyber-attacks, data breaches and ransomware continue to put enterprises on high alert, having a reliable world class customer support program in place in the event of a disaster can make all the difference to an organization's success," said Laura DuBois, Vice President Enterprise Storage, Server and System Infrastructure Software Research, IDC. "Commvault's customer performance and satisfaction rating compliments our [own recent survey](#) of Commvault customers which concluded high satisfactions levels in driving value from Commvault Solutions. This powerful mix of technology and support gives Commvault a competitive advantage and more importantly, gives customers the peace of mind knowing their data is safe and protected."

### **New Innovations Signify Next Generation of Commvault Support**

To extend Commvault's industry leadership in customer performance and support, the company is bringing innovation to the Customer Support Experience with the launch of Commvault's Mobile Advantage App and its APSS framework, which is an integrated proactive solutions delivery system. The APSS framework proactively monitors and detects failure points in Commvault environments, then intelligently maps personalized solutions that address those issues. These free new innovations in mobile access, control and automation represent the next generation of Commvault Support and are indicative of the company's dedication to provide customers an integrated combination of people, processes and technologies to optimize operations, meet stringent service levels, and realize the full value of their data — regardless of time or location.

"Commvault has taken its excellent customer support program to another level through its recent release of the Mobile Advantage App and proactive support available through the APSS framework," said Serge Bakharev, Senior Integration Specialist, Perfekt Pty Ltd, a wholly-owned Australian company serving the Australian IT market. "While we have always had great experiences with Commvault's dedicated support staff, these new solutions give us the added ability to take action on any potential issues regardless of where we are, eliminating the need to make unnecessary support calls and allowing us to address potential issues faster than ever by ourselves."

Available on all current Android and iPhone platforms, the new Commvault Mobile Advantage app is designed to provide customers with continuous access to powerful tools, services, and information that give them control of their Commvault experience. Mobile Advantage is an integrated Commvault services portal that is unique in the industry.

### **Commvault Delivers Industry Leading Customer Support for Six Consecutive Years**

Based on Commvault's annual support and services survey review, Commvault scored over a 98 percent customer satisfaction rating, which surpassed the industry average of 86 percent. Also, the Commvault customer survey revealed more than 97 percent of customers were "very satisfied." The company also scored 99 percent in its ability to meet service level agreement (SLA) goals with 78% percent of tickets resolved at first level, higher than the industry standard by 25% percent. Additionally, Commvault customer service calls were answered in person within 19 seconds, compared to the industry average of 21-30 seconds. Commvault's support of more than 21 languages also greatly surpasses industry averages.

"While we are proud of our six year streak of shattering industry averages with our world class Customer Support and Services, Commvault has never been a company to rest on its laurels and previous successes," said Eugene Trautwein, Vice President, Worldwide Customer Support, Commvault. "Our new innovations around customer access, control and automation are a testament

to our unwavering commitment to push the envelope further and elevate our worldwide customer support to historic proportions."

Commvault regularly surveys its customers to determine their satisfaction with Commvault customer support and services and compares those results to published industry benchmarks. The results provide a "customer voice" to influence and improve Commvault's 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.

Survey feedback is compared to the results from the 2016 HDI Support Center Practices & Salary Report by HDI, the world's largest IT service and technical support membership association. Commvault benchmarks its survey results each year against HDI industry averages.

### **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 2,700 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](http://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.

*©1999-2016 Commvault Systems, Inc. All rights reserved. Commvault, Commvault and logo, the "C hexagon" logo, Commvault Systems, Solving Forward, SIM, Singular Information Management, Commvault OnePass, Commvault Galaxy, Unified Data Management, QiNetix, Quick Recovery, QR, CommNet, GridStor, Vault Tracker, InnerVault, Quick Snap, QSnap, IntelliSnap, Recovery Director, CommServe, CommCell, ROMS, APSS, Commvault Edge, Commvault GO, and CommValue are trademarks or registered trademarks of Commvault Systems, Inc. All other third party brands, products, service names, trademarks, or registered service marks are the property of and used to identify the products or services of their respective owners. All specifications are subject to change without notice.*

To view the original version on PR Newswire, visit: <http://www.prnewswire.com/news-releases/commvault-extends-on-industry-leading-customer-satisfaction-with-new-innovations-in-mobile-access-control-and-automation-300380898.html>

SOURCE Commvault

Media Contacts: Leo Tignini, Commvault, 732-728-5378, [ltignini@commvault.com](mailto:ltignini@commvault.com), @leotignini; Investor Relations Contact: Michael Picariello, Commvault, 732-728-5380, [ir@commvault.com](mailto:ir@commvault.com)