



MORPHEUS

CUSTOMER EXPERIENCE

Making raving fans out of our customers is a job we take seriously. There are several key areas where Morpheus goes beyond being a software platform to truly partner with customers on their hybrid cloud application orchestration journey.

- Professional Services
- Education and Training
- Customer Success
- Global Support



PROFESSIONAL SERVICES

Investments in Morpheus are about business outcomes and process change more than individual technologies. Our professional services organization is made up of senior field engineers with decades of experience in cloud computing and automation. They are not only experts in Morpheus, they each have their own specializations in technologies like VMware, ServiceNow, Ansible, OpenStack, and more. This means they can more fully assist in the integration of Morpheus with these adjacent technologies.

Morpheus is a software company, not a services company; we see services as an enabler to make sure your organization is successful using the Morpheus platform. We work with your team to:

- Define desired technical and business outcomes
- Design and implement a solution to deliver those outcomes
- Configure the platform with the right integrations and governance to operate at scale
- Support the adoption and consumption of Morpheus throughout the organization

After assisting customers with hundreds of deployments around the globe we've designed **QuickStart Delivery** packages to cover common scenarios – from basic single-node installs to complex multi-tenant scale-out architectures and everything in between. These standardized statements of work can be custom-tailored to achieve your right mix of clouds, catalog items, and configuration specifics. When paired with the right education and customer success resources you can be confident in smooth deployment and rapid adoption.

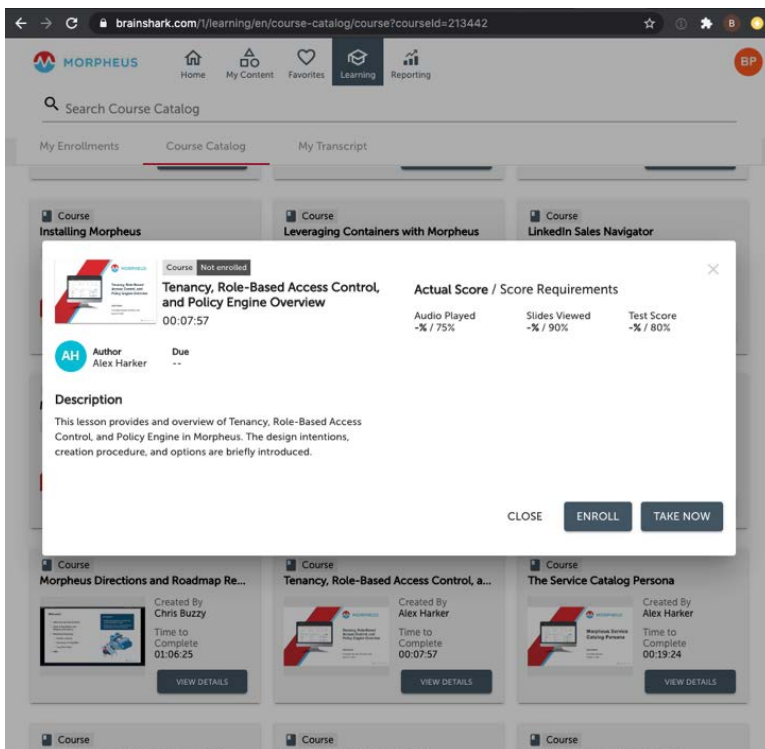
Morpheus, along with our network of certified systems integrators, can also support your journey beyond initial deployment with as-needed services to add integrations, consult on automation initiatives, support process change, implement new use cases, and more.

EDUCATION AND TRAINING

Morpheus provides learning opportunities via monthly webinars, technical whitepapers, and educational videos. Additionally, there are options to access to the online Morpheus Learning Management System (LMS) for training and certification content covering foundational technical topics for common configuration scenarios.

For larger organizations, desiring enterprise-wide access to Morpheus online learning, we can utilize our exportable SCORM packages which can be accessed via virtually any enterprise-class LMS.

You can also work with Morpheus to craft bespoke administrative training which goes beyond the online curricula to go deep on particular topics.



SAMPLE CURRICULA:

- **Morpheus Governance Core Concepts:** Tenancy, Group, Roles, Users, and Identity Management Integration
- **Morpheus Library Management:** Instance Types, Virtual Images, and Library usage
- **Using Morpheus with Clouds:** Integration details for private and public clouds
- **Working with Instances:** What is a Morpheus Instance, instance creation, instance details and management
- **Morpheus Apps and Blueprints:** Native Blueprints plus Infrastructure as Code w/ Terraform, CloudFormation, etc.
- **Morpheus Automation:** The Morpheus Workflow Engine, Tasks, Workflows, Jobs, and other Automation features
- **Morpheus Monitoring:** Uptime monitoring and use of Checks, and Groups including 3rd party integration

CUSTOMER SUCCESS

The Customer Success Management (CSM) team is passionate about enabling customers to be successful using Morpheus. Our goal is to build a working relationship with customers to fully understand their environment, address issues, and provide recommendations to maximize value.

The Enterprise CSM manages the operational engagement with Morpheus, acts as a point of escalation and advocacy to improve time to resolution for technical issues, and provides consultative input on how to get more from the platform. By providing constant contact on both technical and business transformation issues we can work together to address tools and technology as well as people and process. The CSM is an option open to all our customers and has been a critical success factor for those trying to accelerate their hybrid cloud automation journey.

This group is staffed by experienced systems professionals who have spent time as customers themselves, so they understand the full breadth of what our customers are dealing with.

1. Case Management

- Acts as an escalation point of contact
- Manages and escalates priority cases and improves speed to resolution.
- Liaise between Morpheus support and the customer's operational team to ensure the best possible outcome.

2. Operational Review (Weekly)

- Host regular calls w/ core team.
- Provides progress status on any open tickets and feature requests.
- Reviews overall operational trends.
- Identifies and supports Product Champions within the customer's organization.

3. Reporting

- Works with customers to determine key metrics and reporting cadence.
- Provides a Customized Dashboard to facilitate monthly operational review.

4. Quarterly Business Reviews (QBR)

- Review Customer Satisfaction Index and gather open and honest feedback
- Gains a deeper understanding of the customer's business and future plans to strategize as to how to get more value.
- Generates goals for next quarter.
- Health checks performed by Field Engineer

5. Proactive Recommendations

- Knowledgeable about the customers architecture and usage of Morpheus.
- Understands future projects involving the Morpheus platform to inform roadmap.
- Submits recommendations to improve ROI and operational efficiency via Morpheus
- Works with the customer to stay on latest version of the product.
- Informs the customer on how to leverage the new features in their environment.

6. Development

- Advocate for the customer's needs within Morpheus and provide product feedback.
- Discusses Product roadmap and aligns which features customers should utilize.
- Provides visibility of new content, webinars, etc. to transfer knowledge.

7. Customer Engagement

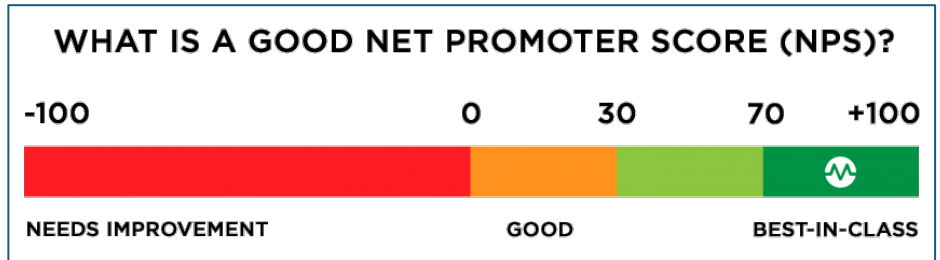
- Works with customer to provide proof of value from Morpheus for stakeholders
- Understands customers business drivers, including their strategic initiatives in cloud automation.
- Address 'how to' questions by pulling in the right field engineering resources
- Established a dedicated Slack Channel to improve communication.

GLOBAL SUPPORT

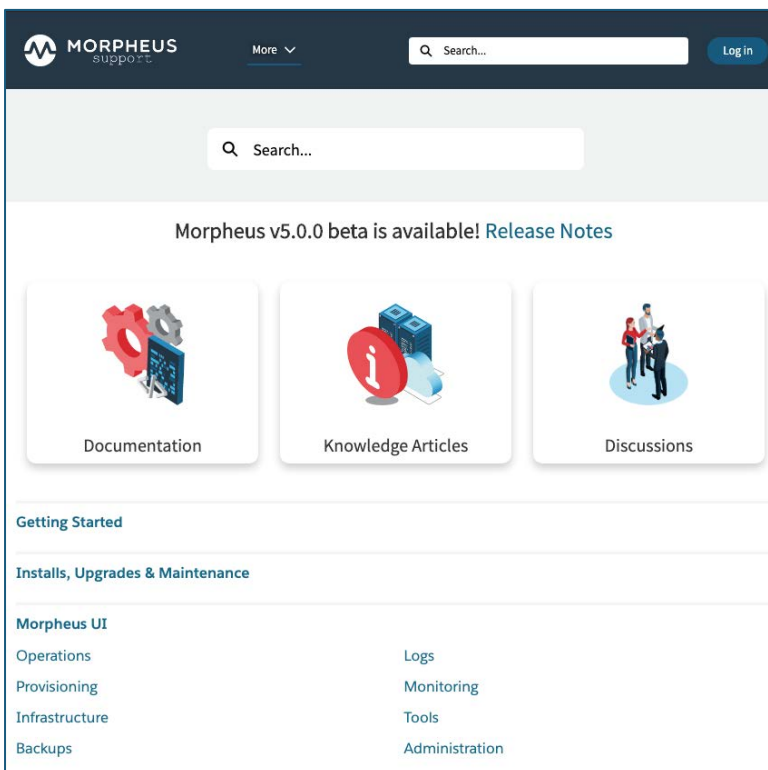
The Morpheus Support Team is dedicated to providing a high quality and effective support service for all of our customers. Our mission?

- Focus on providing a right first-time service.
- Go the extra mile to provide a best in class experience
- Exceed expectations via continuous communication
- Constantly improve by acting on customer feedback

Over the last 12-months, our support team has successfully closed hundreds of support tickets and boasts an amazing **Net Promoter Score (NPS) of 89!**



Morpheus includes a **STANDARD** support tier by default for 8x5 Next Business Day response. Morpheus also has a **PREMIUM** support option available for 24x7 4-hour response time. Premium Support may be added to any Morpheus License and is coterminous with the license subscription. Premium Support is required for High Availability environments.



In both Support Tiers, customers have access to the **support.morpheusdata.com** portal to review knowledgebase articles, submit tickets, interact with support staff, provide feature suggestions, and monitor feature and case resolutions related to upcoming releases.

Support will be provided for break-fix of generally available features as documented for the current and one previous long-term-support release.