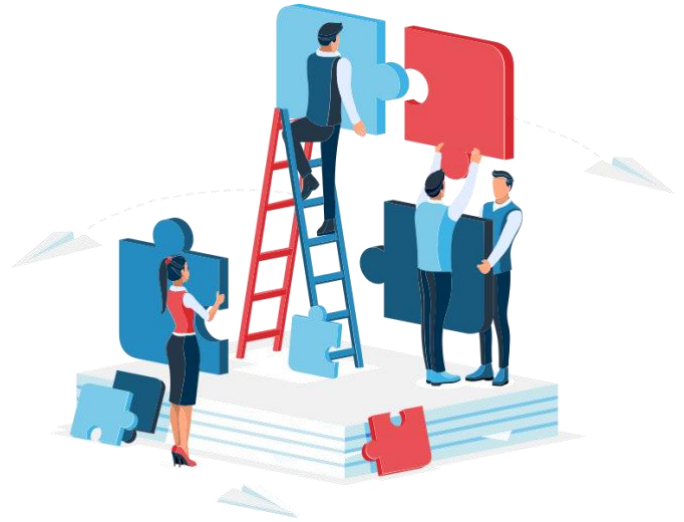Making raving fans out of our customers is a job we take seriously. There are several key areas where Morpheus goes beyond being a software platform to truly partner with customers on their hybrid cloud application orchestration journey.

- Professional Services
- Education and Training
- Platform Service Success (PSS)
- 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 instructor-led training classes, 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.
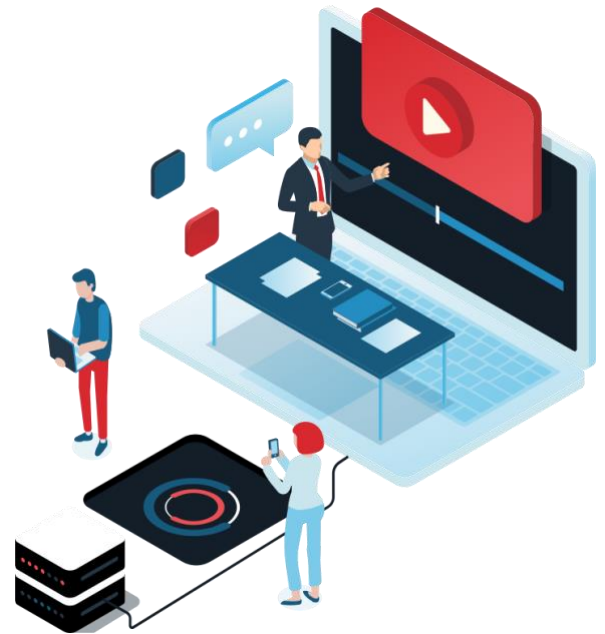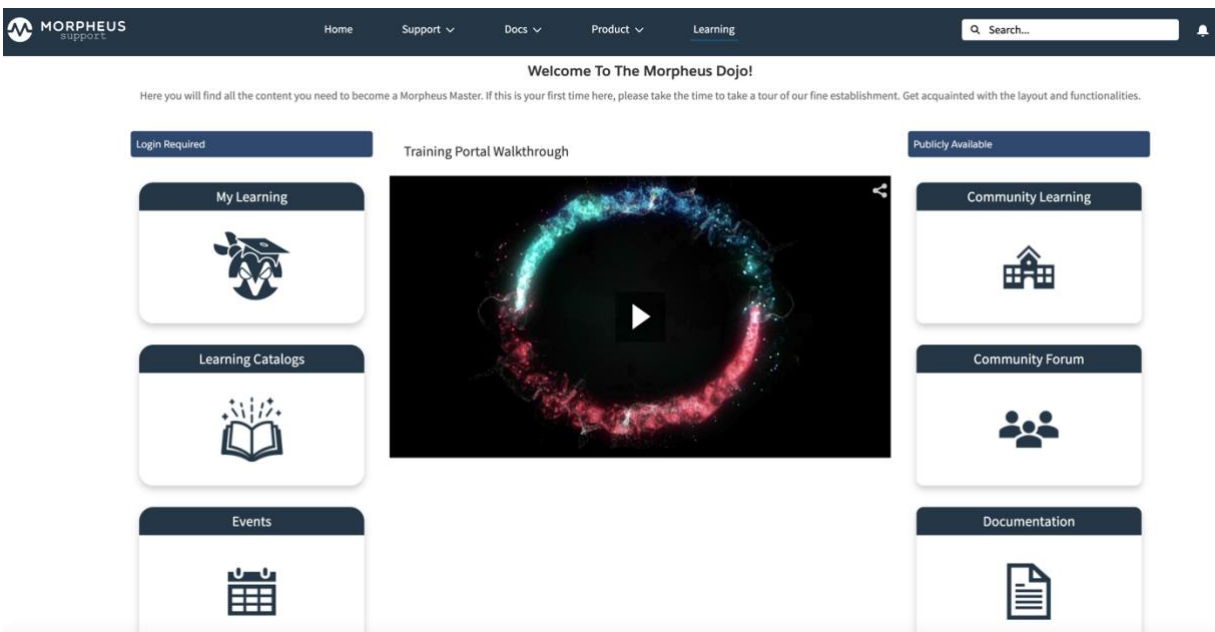
Available ILT Courses:

- Morpheus Administration
- Morpheus Automation & Advanced Provisioning
- Morpheus Troubleshooting

Available Self-Paced Courses:

- Morpheus Foundations Online Training
- Morphcellaneous Topics

For more detailed information on all things Morpheus training, go here.

MORPHEUS PLATFORM SUCCESS SERVICE (PSS)

The Account Management (AM) 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 AM 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 PSS 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.

Morpheus Platform Success Service – Standard

This annual account management service comes standard with your Morpheus subscription and includes a dedicated account manage who can work with your team to define major milestones, review progress on a regular basis several times a year and coordinate the acquisition of any add-on resources such as Morpheus software license changes, instructor led training, and technical advisory sessions.

- Ongoing point of contact for the customer
- Added escalation point for priority cases
- Hosts quarterly operational review meetings
- Scope assistance for professional services
- Q&A on additional product and service offerings

Morpheus Platform Success Service – Pro

This annual service encapsulates the core touchpoints, resources, and advisory workshop services needed in complex enterprise IT environments to drive success with the Morpheus software platform. It fills the gaps often found in traditional AM or TAM based offerings while still providing a high level of customer intimacy and technical responsiveness. The package includes the following:

- Everything included in Standard Success Service
- Dedicated point of contact for case management and operational review
- Up to 20 hours access to Morpheus Technical Advisory resources
- Up to 4 individual seats in Morpheus Instructor Led Training

## Morpheus Platform Success Service – Enterprise

This annual service encapsulates the core touchpoints, resources, and advisory workshop services needed in complex enterprise IT environments to drive success with the Morpheus software platform. It fills the gaps often found in traditional AM or TAM based offerings while still providing a high level of customer intimacy and technical responsiveness. The package includes the following:

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- Everything included in Pro Success Service
- Dedicated point of contact for case management and operational review
- Up to 20 hours access to Morpheus Technical Advisory resources
- Up to 4 individual seats in Morpheus Instructor Led Training
- Managed Morpheus upgrades (Up to 4 per year / 1 per quarter)

TOKENS AND TEHNICAL BUNDLES

A Morpheus token is a unit of value that represents a prepaid reservation for services yet to be consumed. Tokens can be purchased via "Morpheus Technical Bundle" SKUs and then utilized on an ad-hoc basis to provision services ranging from training to advisory workshops to hands-on-keyboard professional services with a fixed statement of work.
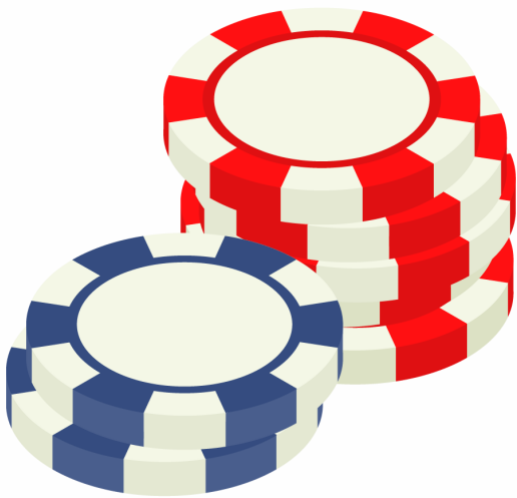
The use of flexible 'token-based' offerings enable many organizations to streamline the procurement of initial installation and configuration as well as additional workshops and services post install. Tokens are available for use during a 12-month period from date of purchase. They are available in 60, 120 or 300 bundles, with stackable add-on 5-token bundles.

The following services can be reserved and delivered via Morpheus Tokens. Follow the Additional Resource links below for more detailed explanations where applicable.

- Morpheus Advisory Workshops
- Morpheus Professional Services with Predefined Scope
- Morpheus Upgrades
- Instructor-led Training & Enablement
- Morpheus Technical Advisor

To request tokens, reach out to your Account Manager, or use our self-service support portal by selecting "Request Technical Services": https://support.morpheusdata.com.

Morpheus Technical Advisor PDF
Training Course Catalog
Training and Certification FAQs

GLOBAL SUPPORT

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

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

Our support team successfully closes hundreds of support tickets every year, and boasts an amazing overall average **Net Promoter Score (NPS) of 71!**
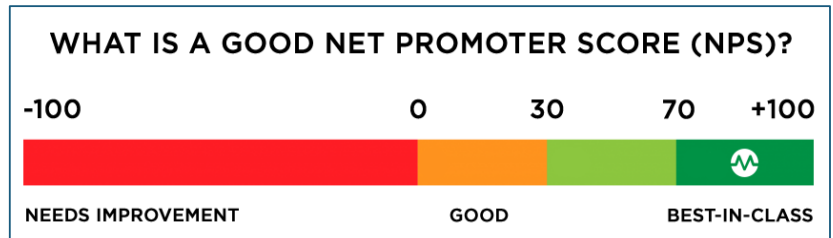
Morpheus includes a **STANDARD** support tier by default and offers a **PREMIUM** support tier. Premium Support may be added to any Morpheus License and is coterminous with the license subscription. Premium Support is required for High Availability environments.
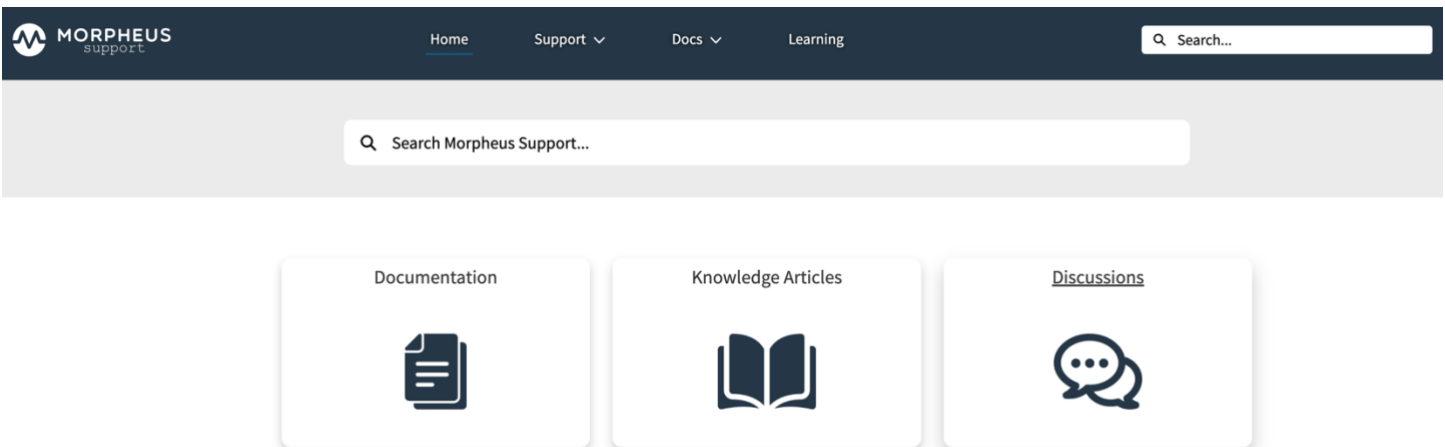
In both Support Tiers, customers have access to the Support Portal to review knowledgebase articles, submit tickets, interact with support staff, provide feature suggestions, and monitor feature and case resolutions related to upcoming releases.

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