

Account Technology Strategists

InfoScale has established a Customer Success Program which includes advisory and enablement services with access to a multitude of resources to help foster best practices and drive innovation. We aim to assure customers derive the maximum business value from their InfoScale investment.

These services include, but are not limited, to the following:

1. Center of Excellence

Our team of Account Technology Strategists (ATS) have mastered the experience of delivering enterprise-grade solutions for our customers. As part of our Customer Success Program we provide access to an architect who will provide advice on the best use of InfoScale technology in existing and future use cases.

- Support architecture team in technology roadmaps
- Support delivery leads on adoption strategy
- Solution design and best practices review
- Performance troubleshooting and assessment
- Advise on the establishment of governance structures around InfoScale technology
- The use of InfoScale technology when adopting new platforms such as public cloud or Kubernetes
- Provide input for Quarterly Business Reviews





2. Technical workshops

The Customer Success Program provides a set of technical workshops where your ATS team will provide guidance on best practices, such as transitioning to cloud, hybrid architecture, integration and best practices, etc. The ATS team can also provide sandbox training environments or customized training environments based on your needs.

3. Architecture review

On customer request, an architect will be made available to assess the customer's currently deployed InfoScale technology architecture in order to provide feedback on if the InfoScale technology is being used in the most efficient manner. The customer will receive a set of observations and recommendations with a clear scoring on the importance of any remedial activities required.

4. Health checks

A customer can also request for a detailed assessment of the implementation of InfoScale technology, from a code and deployment configuration aspect, to ensure it aligns with InfoScale implementation best practices. The health checks focus on the specific implementation of the InfoScale product.

As for the Architecture Review, the customer will receive a set of observations and recommendations with a clear scoring on the importance of any remedial activities required.

5. Advanced troubleshooting support

In high-risk situations, the Customer Success Team will assist our support team in dealing with critical issues experienced on the platform. This will take the form of advanced troubleshooting activities, and act as a liaison with product support and engineering teams. The team will stay engaged until the critical issues are resolved and then provide any remedial actions to prevent the issue from recurring.

6. Training

A training specialist is provided to help customers assess their training goals and provide a path of how to achieve those goals. Through a set of self-paced learning and lab courses, customers will form the basis to achieve InfoScale proficiency.



7. Enablement sessions

The program includes a set of enablement sessions delivered by the ATS team. The enablement sessions expand on product training by demonstrating how to adopt the latest features, implementation patterns, deployment options, and more. Where applicable, the course also covers the migration approach and associated tooling.

8. Delivery assets

The Customer Success Team provides access and advice on available delivery tools, templates, and accelerators. The team may recommend and/or make available to customers certain assets that are subject to the terms of open source licences, which may help facilitate a customer or partner's ability to make their own modifications as required. As with all open source components, use of such assets is subject to the terms of the applicable open source licences that accompany the assets.

Examples include:

- Architectural blueprints / reference architectures
- Project management templates
- Development templates
- Automation tools
- Use case accelerators

Terms

The Customer Success Program is provided to customers at no additional charge to their license subscription, provided, however, that InfoScale is not bound to perform or deliver any of these services, which will be provided at InfoScale's discretion based on the Customer's objectives.

Company owns all intellectual property rights to all Customer Success Program Materials (defined below) and all derivatives thereof. Company grants Customer a non-exclusive, royalty-free, world-wide, non-transferable license to use the Customer Success Program Materials solely (i) for Customer's internal business and (ii) as necessary for use with the Products licensed by Customer in an Order. Customer Success Program Materials are licensed "as-is" and Company does not provide any express, implied, or statutory warranties, including all warranties of merchantability, fitness for a particular purpose, or non-infringement, for any Customer Success Program Materials delivered in connection with the Customer Success Program. Customer Success Program Materials" means any tangible or intangible information, design, specification, instruction, projectware or data (and any modifications, adaptations, derivative works or enhancements) provided by Company during the performance of the Customer Success Program which incorporates, reinforces or is used to apply Company's configuration or implementation methodologies, processes and know-how to Customer's use of the Company Products.

9. Project initiation support

When a customer needs to onboard additional InfoScale technology our team is available to engage and advise the customer in establishing the project architecture and project plan based on our expertise in delivering customer projects and our delivery assets.

10. Quality assurance

We aim to support our customers and partners with InfoScale deployment solutions, upgrades, and enhancements—by providing architectural best practices, governance advisory, and oversight—we work together to achieve the optimal outcome.



About InfoScale

InfoScale, a business unit of Cloud Software Group, delivers autonomous operational resilience—protecting applications, data, and system state in real time, even during cyberattacks. By combining context-aware intelligence with full-stack resilience, InfoScale enables continuous operations and ensures zero data loss for mission-critical workloads, reducing or eliminating downtime across a wide range of disruption scenarios. Trusted by more than 1,700 global enterprises, InfoScale provides resilience across any data, any application, anywhere.

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