

Business Critical Services (BCS) Global Handbook

July 2021

Last Updated December 2020



BUSINESS
CRITICAL
SERVICES

Page Intentionally left blank.

Table of Contents

- 1. **Overview** 3
 - MISSION STATEMENT 3
 - PURPOSE OF THE BUSINESS CRITICAL SERVICES (BCS) GLOBAL HANDBOOK 3
 - CHANGES TO THIS BCS HANDBOOK 3
 - ADDITIONAL INFORMATION..... 3
- 2. **Veritas BCS Offerings**..... 3
 - BCS PREMIER 4
 - BCS REMOTE PRODUCT SPECIALIST 4
 - BCS BUSINESS CRITICAL ACCOUNT MANAGEMENT 4
- 4. **Customer Success Portfolio**..... 5
- 5. **Veritas Business Critical Services**..... 5
 - REQUIREMENTS FOR SUPPORT AGREEMENTS 6
 - BUSINESS CRITICAL SERVICES REMOTE PRODUCT SPECIALIST 6
 - BCS BUSINESS CRITICAL ACCOUNT MANAGEMENT 7
 - ACCOUNT MANAGER 7
 - BUSINESS CRITICAL SERVICES PREMIER 8
 - PREMIER BUSINESS CRITICAL SERVICES ACCOUNT TEAM 8
 - ACCOUNT MANAGER 9
 - BUSINESS CRITICAL ENGINEER 9
 - ACCESS TO THE BCEs 9
 - BCE reactive Onsite Support Assistance..... 10
 - BCS PROACTIVE SERVICES 10
- 6. **Types of Support**..... 11
 - WEB SUPPORT..... 11
- 7. **TELEPHONE SUPPORT** 11
 - LOCAL LANGUAGE SUPPORT 11
 - DESIGNATED CONTACTS..... 11
 - REGISTERING OR UPDATING DESIGNATED CONTACTS 12
 - MYVERITAS CASE MANAGEMENT PORTAL..... 12
- 8. **Contacting Veritas Support Solutions** 12

9.	Severity Levels	12
10.	Case Management	12
11.	Enterprise Technical Support Policy	12
12.	Appendix	13
	LINKS	13

1. OVERVIEW

MISSION STATEMENT

The Veritas Support Services team is committed to responding quickly to your inquiries. Our goal is to keep your IT infrastructure and business information secure and available, and your IT infrastructure compliant. We enable you to leverage the operational functionality of your Veritas licensed software by providing tools, resources and technical assistance.

PURPOSE OF THE BUSINESS CRITICAL SERVICES (BCS) GLOBAL HANDBOOK

This BCS Global Handbook (BCS Handbook) provides an overview of the support services available from Veritas, as well as information about the Business Critical Services offerings our Customers have purchased.

CHANGES TO THIS BCS HANDBOOK

Veritas reserves the right to make changes to the BCS Handbook and the policies included herein or referenced hereto at any time. Future revisions to the BCS Handbook will be posted to our enterprise Customer Veritas Support Fundamentals website.

ADDITIONAL INFORMATION

If you have questions concerning BCS, the BCS Handbook or the policies and procedures included and/or referenced in the BCS Handbook, please refer to the following resources:

- Visit [Veritas BCS online](#).
- Visit [Veritas Support Services online](#).
- Call your regional Enterprise Support Center at the number listed at [Contact Technical Support](#).
- View the various BCS service descriptions at <https://www.veritas.com/company/legal/license-agreements>.

For more information about available Support Services please visit <http://www.veritas.com/support/>.

2. VERITAS BCS OFFERINGS

To meet Customer needs, the Veritas Support Services portfolio provides deep expertise and innovative support technology through flexible offerings designed to help you optimize IT infrastructure and manage IT risk. To learn more about BCS offerings described below, visit the Veritas BCS [website](#) and the sites found in the paragraph (above).



BCS PREMIER

BCS Premier is Veritas' most comprehensive technical support offering for enterprise Customers. It combines best-in-class personalized account management, proactive and reactive support with expedited response targets to help minimize Customer IT risk and maximize uptime. With proactive support and a specialized support staff that develop an in-depth understanding of your business IT needs, our BCS Premier offering helps stabilize your infrastructure, optimizes your IT operations, and provides rapid response when you need it.

BCS REMOTE PRODUCT SPECIALIST

BCS Remote Product Specialist (RPS) offers organizations direct access to a designated, advanced level technical expert with a more comprehensive knowledge of a Customer's IT environment who supplies personalized, responsive support for a defined Veritas product family within a specified country.

BCS BUSINESS CRITICAL ACCOUNT MANAGEMENT

BCS Business Critical Account Management (BCS BCAM) is a personalized support management offering for midsize to large organizations. BCS BCAM entitles licensee enhanced support services for all Veritas products within a Customer's Region. It provides best-in-class assigned support account management, expedited response from more proficient Technical Support Engineers (TSEs), proactive planning, and enhanced training and BCS-only learning opportunities, helping minimize Customer IT risk and maximize uptime. BCS account managers develop an in-depth understanding of your business IT needs, guide proactive planning and skills development and champion support needs.

4. CUSTOMER SUCCESS PORTFOLIO

Deliverables	Essential Support	BCS Remote Product Specialist (BCS RPS)	BCS Business Critical Account Management	BCS Premier	BCS Premier Global
Case Submission, Web, Phone	✓	✓	✓	✓	✓
Access - Updates, Upgrade & Fixes	✓	✓	✓	✓	✓
Severity 1 Response Target (following acknowledgement)	30 Minutes	15 Minutes	15 Minutes	15 Minutes	15 Minutes
24x7 Access to Support Engineers	✓	✓	✓	✓	✓
Priority Call Queuing		✓	✓	✓	✓
Caller Entry Point	TSEs	RPS (regional business hours)	More proficient TSEs	More proficient TSEs	More proficient TSEs
Case Escalation Oversight		✓	✓	✓	✓
BCS Special Event Support		One (1) Event			
Reactive Onsite Support, Severity-1					✓
Business Critical Account Manager			✓ ¹	✓ ²	✓ ²
Business Critical Engineer (BCE) ²				✓	✓
Proactive Remote Technical Guidance ²				✓	✓
Case Logging Coverage	Regional ³	Regional	Global	Global	Global
Product Coverage for	Software Title	Product Family ⁴	All Veritas Products	Product Family ⁴	All Products ⁴
BCS Interactive & Recorded Events		✓	✓	✓	✓
Training - Learning Lab subscriptions			Two (2)	Two (2)	Two (2)
Remote Account and/or Service Review		✓	✓	✓	✓
Designated contacts per entitlement	Unlimited	Six (6)	Unlimited	Unlimited	Unlimited
BCAM or RPS available (Work Days)		48	No Limit	20	220
BCE available (Work Days)				12	90
Prerequisite Support Agreement		Essential	Essential	Essential	Essential
Additional RPS Work Days (220) ⁵		Add-on Option			
Additional BCAM Work Days (30, 220) ⁴				Add-on Option	Add-on Option
Additional BCE Work Days (10, 110) ⁴			Add-on Option	Add-on Option	Add-on Option
Premier Points (1 Work Day) ⁴			Add-on Option	Add-on Option	Add-on Option
Additional Product Family ⁶				Add-on Option	
Additional BCS Special Events Support ⁵		Add-on Option			

5. VERITAS BUSINESS CRITICAL SERVICES

The BCS Handbook describes processes and procedures applicable to Business Critical Services (BCS). BCS is delivered pursuant to the terms and conditions reflected (i) in a certificate or a manually executed BCS Support Agreement, as applicable; (ii) the applicable BCS service description for the offering(s) purchased; (iii) the Enterprise Technical Support Policy; and (iv) other relevant policies. Any terms used in this BCS Handbook shall have the meaning set forth

¹ BCS BCAM Account Manager services are delivered remotely during the Regional business hours of the Customer's Headquarters region (Region) and in the HQ location (Country) language (if supported).

² Account Manager and BCE Proactive Support services are delivered remotely during the regional business hours of the Customer's Headquarters location (Country) and in the Country language (if supported).

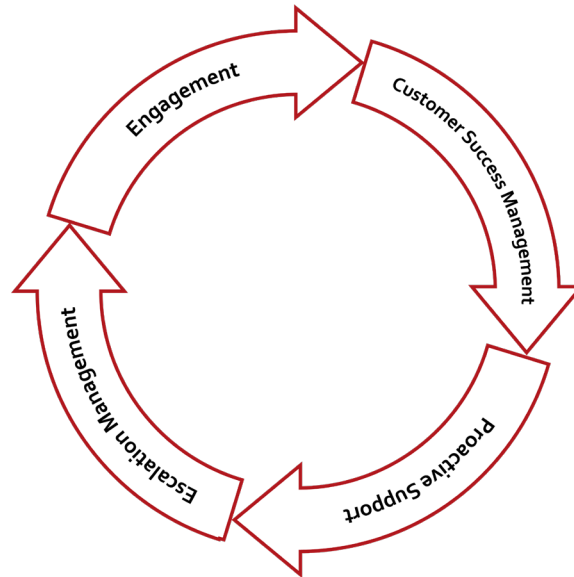
³ Essential Support available globally but Customer receives Support within the Veritas Region in which the Software is licensed for use as indicated in the License Agreement.

⁴ BCS product coverage is specified at https://www.veritas.com/content/support/en_US/business-critical-services/covered-product.

⁵ Add-on time options: *Dedicated RPS*: 220 days, *Principal BCAM*: 30 days, *Dedicated BCAM*: 220 days, *Named BCE*: 10 days, *Part-time BCE*: 110 days, *Premier Points*: 1 day.

⁶ Other add-on options: *Additional Product Family* includes: 2 BCAM days and 2 Proactive Services, not to exceed 6 BCE (shared) days. *BCS Special Events Support* includes assigned RPS for up to 12 hours.

in the corresponding Essential Support or BCS Certificate, Essential Support or BCS Support Agreement, the BCS Service Description, the Enterprise Technical Support Policy or the BCS Handbook. Please note that Veritas may periodically update this BCS Handbook, and updates will be posted on the Veritas [Support Fundamentals](#) website.



REQUIREMENTS FOR SUPPORT AGREEMENTS

The term “Support Agreement” means Veritas’ agreement describing the deliverables, entitlements and other terms for the support services that you have purchased for a specific license of software. The Support Agreement includes Veritas support certificates and any documents that the Support Agreement specifically incorporates by reference.

BCS is only applicable to [Eligible Software](#) in production environments, as those terms are more fully defined in the relevant BCS service description. A Customer may only subscribe to receive BCS during such time as the Customer has and maintains a valid Support Agreement for Essential Support for the eligible software.

BUSINESS CRITICAL SERVICES REMOTE PRODUCT SPECIALIST

[The Remote Product Specialist \(RPS\) offering includes](#) an assigned Technical Support Engineer (RPS) who brings deeps product expertise as well as detailed knowledge of the Customer’s business, use case, and technical environment to help resolve operations, performance and efficiency issues. The RPS is available for direct calls during regional office hours. As an RPS Customer, you are entitled to receive up to 48 Work Days of Account Management services. If more RPS Work Days are required, Assigned RPS (48 day) and Dedicated RPS (220 day) add-on options may be purchased.

This offering includes:

- **Single Point of Contact:** Assigned or Dedicated RPS available by phone and email during regional business hours to support issues.
- **Case Management:** Maintains primary case oversight and tracks incidents through their lifecycle.
- **Special Event Support:** Entitles Customers to a dedicated Veritas single point of contact that is prepared, ready and available to provide support during the weekend and throughout a Customer’s planned event.
 - Special Event Support extends the RPS partnership by providing remote support and guidance during critical weekend upgrades, migrations, disaster recovery testing, and maintenance activities.
 - Effective for all new and renewed RPS agreements.

- Limited to one (1) Special Event Support per annual term to cover a singular planned event for up to 12 consecutive hours. Additional Special Event Support can be purchased separately. This service requires a 4-week notice period.
- **Priority Call Queueing:** In the event the assigned RPS is not available, all calls will be directed to more proficient support specialists outside of Regional Business Hours or.
- **Contacts:** Six (6) designated contacts per Product Family.
- **RPS activities may include the following:**
 - Expedited Response.
 - Responsive and efficient incident resolution.
 - Efficient Veritas environment stabilization.

BCS BUSINESS CRITICAL ACCOUNT MANAGEMENT

[BCS Business Critical Account Management](https://www.veritas.com/content/support/en_US/business-critical-services/regions) (BCS BCAM) is a personalized support management offering for midsize to large organizations. BCS BCAM entitles licensee enhanced support services for all Veritas products within a Customer's Region (https://www.veritas.com/content/support/en_US/business-critical-services/regions). BCS BCAM offers customizable solutions that can be configured to meet Customers' unique requirements. BCS BCAM's key deliverables include:

- **Account Management.** Customer will be assigned a named account manager who will serve as Customer's primary account contact for BCS Premier. The account manager is available by phone and email during Customer's Regional Business Hours. The region for Customer's Regional Business Hours is the region first designated by Customer in writing to Veritas, defaulting to the region which includes the country of Customer's headquarters otherwise.
- **Customer Success Management.** Customer's account manager and other proficient support specialists will work in tandem to deliver the following to Customer:
 - **Elevated Support Access.** When contacting Veritas technical support, Customer's support Cases will be assigned to more proficient support specialists, subject to availability.
 - **Priority Queuing.** Customer will be prioritized in the call and Case assignment queue over similar non-BCS Customers.
 - **Escalation Management.** BCAM will be notified of Severity 1 Cases logged and will provide overall Case oversight.
 - **Success Planning** and Periodic Business Reviews.
 - **Learning Labs Subscriptions.** Customer is entitled to two (2) [Learning Lab](#) six-month subscriptions.
 - **Interactive and Recorded Webinars.** Customer shall have access to BCS-only technical webinars, subject to availability.

ACCOUNT MANAGER

Veritas BCS BCAM support offering provides access to an Account Manager resource that serves as the single point of contact to manage a Customer's Business Critical Services experience for all Veritas products in the designated region. BCS BCAM Customers entitled to uncapped Account Manager Work Days. The Account Manager serves as the focal point for your relationship with the Veritas Support organization and delivers the following services in coordination with our technical support team:

- Case oversight and escalation assistance during Regional Business Hours and alerted 24x7 to Severity 1 cases.
- Success planning.
- Deliver periodic business reviews to summarize success against business objectives, support trending, high impact incidents and end of support life management.

- Help Customer optimize Veritas product and service utilization through quarterly usage reviews and account performance planning relative to the Customer's business objectives.
- End of Support Life (EOSL) evaluation & management to discover and evaluate Veritas install base versions, reporting out on upgrade timelines & progress.
- Account oversight assistance.

Assist with production planning to help minimize risk to the operating environment and Veritas solutions. For the list of Business Critical Services supported Product Families please see the [Eligible Software list](#). Proactive engineering services are available for purchase using Premier Points (1 point = 1 day (8hrs)), Named BCE (10 days) and Part-Time BCE (110 days) options.

Further details regarding the BCS BCAM offering can be found at the Veritas Service and License Agreements Business Critical Services [section](#).

BUSINESS CRITICAL SERVICES PREMIER

[BCS Premier](#) is Veritas' most comprehensive technical support offering for enterprise Customers. It combines best-in-class, personalized, proactive and reactive services with expedited response targets to help minimize Customer IT risk and maximize uptime. BCS Premier offers customizable solutions that can be configured to meet Customers' unique requirements. BCS Premier's key deliverables include:

- **Account Management** Customer will be assigned a named account manager who will serve as Customer's primary account contact for BCS Premier. The account manager is available by phone and email during Customer's Regional Business Hours. The country for Customer's Regional Business Hours is the country first designated by Customer in writing to Veritas, defaulting to the country of Customer's headquarters otherwise.
- **Business Critical Engineers (BCE)** provide you with more proficient technical expertise and a comprehensive set of proactive and reactive services provided remotely to assist you in meeting the ever-increasing demands of your critical production environment(s).
- **Customer Success Management.** Customer's account manager and other proficient support specialists will work in tandem to the deliver the following to Customer:
 - **Elevated Support Access.** When contacting Veritas technical support, Customer's support Cases will be assigned to more proficient support specialists, subject to availability.
 - **Remote Proactive Services** gives access to a portfolio of [proactive services](#) that are designed to help you maximize the efficiency and productivity of your Veritas products.
 - **Priority Queuing.** Customer will be prioritized in the call and Case assignment queue over similar non-BCS Customers.
 - **Escalation Management.** BCAM will be notified of Severity 1 Cases logged and will provide overall Case oversight.
 - **Success Planning** and Periodic Business Reviews.
 - Product Optimization Strategies.
 - **Learning Labs Subscriptions.** Customer is entitled to two (2) [Learning Lab](#) six-month subscriptions.
 - **Interactive and Recorded Webinars.** Customer shall have access to BCS-only technical webinars, subject to availability.

Further details regarding the BCS Premier offering can be found at the Veritas Service and License Agreements Business Critical Services [section](#).

PREMIER BUSINESS CRITICAL SERVICES ACCOUNT TEAM

As a BCS Premier Customer, you are entitled to receive up to 20 Work Days of Account Management services. The support team includes an assigned Account Manager as well as access to a pool of proficient technical support experts

who possess advanced knowledge of the Veritas product portfolio and the skill-sets to provide enhanced technical support available under the offering purchased. The BCS Premier team delivers rapid responses to Customer's critical situations and offers proactive support to help Customer avoid unplanned outages.

ACCOUNT MANAGER

The Veritas BCS Premier support offering provides access to an Account Manager resource that serves as the single point of contact to manage a Customer's Business Critical Services experience. The Account Manager is responsible for Case management assistance during Regional Business Hours and serves as a named contact who is alerted on a 24x7 basis when a Severity 1 Case has been logged. The BCAM is available during Customer's Regional Business Hours for the country for Customer's Regional Business Hours is the country first designated by Customer in writing to Veritas, defaulting to the country of Customer's headquarters otherwise. If more Account Manager Work Days are required, Principal BCAM (30 day) and Dedicated BCAM (220 day) add-on options may be purchased.

The Account Manager serves as the focal point for your relationship with the Veritas Support organization. The Account Manager delivers the following services in coordination with our technical support team:

- Success Planning and Periodic Business Reviews
- Deliver quarterly business reviews to summarize support trending, high impact incidents and end of support life management.
- Help Customer optimize Veritas product and service utilization through quarterly usage reviews and account performance planning relative to the Customer's business objectives.
- End of Support Life (EOSL) evaluation & management to discover and evaluate Veritas install base versions, reporting out on upgrade timelines & progress.
- Account oversight assistance.
- Product Optimization Strategies
- Assist Customer in preparing for new releases or functionality of Veritas solutions along with best practice recommendations.
- Assist Customer in the identification of processes to confirm that the Veritas solutions installed or to be installed are compatible with the environment.
- Assist with production planning to help minimize risk to the operating environment and Veritas solutions. For the list of Business Critical Services supported Product Families please see the [Eligible Software list](#).

BUSINESS CRITICAL ENGINEER

The Veritas BCS Premier support offering provides Customers with a pool of Business Critical Engineer ("BCE") experts they can draw on to help assist with technology support issues.

The team of BCEs are accessible via escalations or requests by the Account Managers. BCEs are product centric and are available based on the products eligible for coverage under the BCS Support Agreement. The BCEs are available 24x7x365 to respond to critical situations that have been escalated by the BCAMs. BCEs are also available to deliver the portfolio of proactive and reactive services. The [Premier support solution](#) includes up to 12 Work Days of BCE time per annual period. If more BCE Work Days are required, Named BCE (10 day) and Part-time BCE (110 day) add-on options may be purchased.

ACCESS TO THE BCEs

There are three scenarios in which an Account Manager for a BCS Premier Customer will access the team of BCEs:

- [Proactive Service](#). From time to time your Account Manager may recommend any number of proactive services to assist you in ensuring that your environment is running appropriately and within Veritas guidelines and best practices. Upon agreeing that you would like to move forward with a given proactive service, the Account Manager

will submit a service request to secure a BCE that is knowledgeable in that proactive service. Proactive service requests generally require a two (2) week planning interval, subject to availability.

- High Impact Case. Should you experience a “high impact” Case (typically a Severity 1), the Account Manager may coordinate with the BCE team to secure a BCE that can review the Case and assist the TSE as appropriate to help drive the Case to resolution.
- Technical Product Assistance. Your Account Manager may request the participation or assistance of a BCE to assist you with product related questions, planning, advice, and counsel.

BCE REACTIVE ONSITE SUPPORT ASSISTANCE

BCEs may be available for BCS Premier Global Customers needing reactive onsite support of Severity 1, system down Cases, operating as an extension of the Support Services organization to help expedite resolution of a specific Case. Work with your BCAM to determine if an onsite support visit is appropriate for your situation.

Note: Depending on the situation, the BCE may be more effective contributing to Case resolution remotely. For any critical situation, the objective of the BCE team is to expedite problem resolution and foster the highest levels of Customer satisfaction.

BCS PROACTIVE SERVICES

Your BCS Premier Support Agreement entitles you access to a number of remote proactive services. A complete list of BCS Premier Proactive Services may be found [at https://www.veritas.com/content/support/en_US/business-critical-services/proactive-support](https://www.veritas.com/content/support/en_US/business-critical-services/proactive-support). Examples of these services include:

Office Hours

Office Hours provide open access to BCEs delivering assistance during a predetermined time period. Office Hours are available for Premier Customers seeking expert advice on technical topics, support Cases, best practices, and planning.

Disaster Recovery Plan Review and Test

A BCE works with the Customer to prepare Disaster Recovery scenarios for your Veritas products. We will help avoid potential problems and smoothly complete the disaster recovery testing.

As inputs to this service:

- Customer to provide initial DR plans
- Customer & Veritas Engineer finalize DR plan
- Remote assistance of max 2 days during DR exercise

Upgrade Assistance

A BCE will review a documented upgrade plan with you and provide recommendations for upgrade of a deployed Veritas product from one supported version to another version. Limitations may be required as appropriate by product.

Tech Talks

A Veritas BCE will provide a technical presentation on a topic chosen in advance in partnership with the Customer. Tech Talks provide a great opportunity to discuss new product features, new releases or existing products in the environment.

Product Configuration Reviews

A BCE will provide a detailed analysis of your deployed Veritas product configuration. We use a proprietary data collection process to rapidly document a snapshot of your Veritas ecosystem. The BCE incorporates

known best practices, the latest technical requirements, your specific business needs, and any known issues into a professional Assessment Report that outlines areas needing attention, their potential impact, and the recommended remediation. Limitations may be required as appropriate by product.

6. TYPES OF SUPPORT

WEB SUPPORT

Veritas offers extensive self-help resources on a 24x7 basis, at no additional cost to Customers:

- Veritas Knowledge Base (<https://support.veritas.com/>) has answers to technical questions.
- The Veritas Support website (<https://support.veritas.com/>) has links to articles about how to use Veritas Knowledge Base, create a Veritas Account, manage subscriptions, and leverage other Veritas Support resources.
- Community Forums are available at <https://vox.veritas.com/> to ask other Customers questions, or to suggest or discuss Product enhancements.
- Customers with active Support Agreements may also use the Veritas Support website to initiate, manage, update and close technical support Cases online.

7. TELEPHONE SUPPORT

A list of worldwide Veritas Support Solutions contact numbers is available at https://www.veritas.com/support/en_US/contact-us.htm. Veritas offers toll-free phone support in certain areas, but Customers are responsible for all other charges they incur, such as faxes, toll calls, internet services, network bandwidth, cloud consumption, postage, and postage insurance. Note: BCS RPS Customers will be given a direct dial number to their RPS.

LOCAL LANGUAGE SUPPORT

Veritas provides Support Services in English. We will use commercially reasonable efforts to provide non-English language support during Regional Business hours, subject to Veritas' available resources. Please refer to [Local Language Support](#) for additional information.

DESIGNATED CONTACTS

Customer must register staff members as designated contacts to act as a liaison with Veritas Support Services staff. The number of designated contacts you are eligible to appoint differs based on the support offering purchased.

- **BCS Remote Product Specialist** ← Six designated contacts per product family.
- **Essential Support, BCS Business Critical Account Management, and BCS Premier Services** ← Unlimited designated contacts.

To better facilitate providing Support Services to our Customers, the designated contacts should have a thorough understanding of the specific Veritas product that is the subject of the Case, along with applicable technical and product knowledge needed to assist with the timely resolution of a Case. If we believe Customer's designated contact lacks the necessary technical and product knowledge to help address the problem, we may request Customers to replace their designated contact with someone who has more technical or product knowledge to help progress the Case and expedite resolution. If qualified designated contacts are not available throughout the problem troubleshooting process, Veritas' ability to assist Customers will be adversely affected. When Customers log a Case or escalate a Case, Customers may identify specific individuals as their designated contact(s) for that Case.

REGISTERING OR UPDATING DESIGNATED CONTACTS

Customers need to register all of their designated contacts to help us deliver timely support. It is important that Customers keep their designated contacts information accurate and current.

- For Basic Maintenance and Essential Support Customers please register the designated contacts through Customer Care at https://www.veritas.com/support/en_US/contact-us.html.

MYVERITAS CASE MANAGEMENT PORTAL

MyVeritas is a secure, interactive and personalized website that allows you to directly communicate with Enterprise Support via the web to initiate, track, update and close service requests, as well as review your closed Cases and their resolutions. MyVeritas allows you to manage Cases that have been opened on the Web or by phone.

8. CONTACTING VERITAS SUPPORT SOLUTIONS

See Veritas "[*Technical Support Solutions Handbook*](#)" found on https://www.veritas.com/content/support/en_US/terms/support-fundamentals.

9. SEVERITY LEVELS

See Veritas "[*Technical Support Solutions Handbook*](#)" found on https://www.veritas.com/content/support/en_US/terms/support-fundamentals.

10. CASE MANAGEMENT

See Veritas "[*Technical Support Solutions Handbook*](#)" found on https://www.veritas.com/content/support/en_US/terms/support-fundamentals.

11. ENTERPRISE TECHNICAL SUPPORT POLICY

See Veritas "[*Technical Support Solutions Handbook*](#)" found on https://www.veritas.com/content/support/en_US/terms/support-fundamentals.

12. APPENDIX

LINKS

BCS Covered Products: Listing of products and product families covered by BCS support services –

https://www.veritas.com/content/support/en_US/business-critical-services/covered-product

BCS Proactive Services: BCS Premier and BCS Global proactive engineering services –

https://www.veritas.com/content/support/en_US/business-critical-services/proactive-support

BCS Regions Coverage: Definition of Regional and Geographic coverage –

https://www.veritas.com/support/en_US/business-critical-services/regions

Appliances Support Information: Appliance specific support offerings information –

<https://www.veritas.com/appliance-services/appliance-support-services>

End of Life Policy: Veritas Lifecycle definitions and policies document –

<https://www.veritas.com/content/dam/support/terms/Veritas%20EOL%20Policy.pdf>

End of Support Life (EOSL) dates: Product and Product version milestone dates –

https://www.veritas.com/content/support/en_US/eosl

MyAppliances Portal: Web-based portal for registration, management and knowledge information about Customer's appliances. It is integrated with Veritas Support tool. After login, navigate to the Appliances tab to view all the registered appliances, edit registration information, and view appliance tickets –

<https://my.appliance.veritas.com/>

Services and Operations Readiness Tools (SORT): Web-based tool set that optimizes the end to end experience for Veritas products. SORT offers information for understanding Products, eases installation and upgrade, improves operational efficiency, recommends configurations to align to best practices, and helps enable you to manage the Products proactively –

<https://sort.veritas.com>

Support Fundamentals Webpage: Source for useful support collateral, including the Veritas Technical Support Policy, Case Escalation Process, and Language Support Guidelines –

https://www.veritas.com/support/en_US/terms/support-fundamentals.html

Support Phone Numbers: List of telephone numbers that Customers may use to contact Veritas Support –

https://www.veritas.com/support/en_US/contact-us.html

Technical Support Policies –

<https://www.veritas.com/content/dam/support/terms/Veritas-Support-Policy-en-US.pdf>

Veritas Entitlement Management System (VEMS): Access VEMS by clicking the Veritas Support 'Licensing' option –

<https://www.veritas.com/support>

Veritas Knowledge Base: Online repository of knowledge articles for helping Customers research solutions for suspected problems –

[https://www.veritas.com/content/support/en_US/search-results.html?q=*&fq=\(document_type%3A%22Knowledge_Base%22\)%20AND%20\(locale%3A%22en_US%22\)](https://www.veritas.com/content/support/en_US/search-results.html?q=*&fq=(document_type%3A%22Knowledge_Base%22)%20AND%20(locale%3A%22en_US%22))

Veritas Open eXchange (VOX): Online user community that allows Customers to learn more about new Products, browse, and post to discussion forums, and interact with other Veritas users –

<https://vox.veritas.com/>

Veritas Support Homepage: Online Product support tools and information. It also includes a web-based Case management tool that enables Customers to create, update and upload supporting evidence relating to new and existing support Cases –

<https://support.veritas.com/>

ABOUT VERITAS

Veritas Technologies is a global leader in data protection and availability. Over 80,000 customers—including 87 percent of the Fortune Global 500—rely on us to abstract IT complexity and simplify data management. The Veritas Enterprise Data Services Platform automates the protection and orchestrates the recovery of data everywhere it lives, ensures 24/7 availability of business-critical applications, and provides enterprises with the insights they need to comply with evolving data regulations. With a reputation for reliability at scale and a deployment model to fit any need, Veritas Enterprise Data Services Platform supports more than 800 different data sources, over 100 different operating systems, more than 1,400 storage targets, and more than 60 different cloud platforms. Learn more at www.veritas.com. Follow us on Twitter at @veritastechllc.

Copyright © 2021 Veritas Technologies LLC. All rights reserved. Veritas and the Veritas Logo, NetBackup and Enterprise Vault are trademarks or registered trademarks of Veritas Technologies LLC or its affiliates in the U.S. and other countries. Other names may be trademarks of their respective owners.