Business Critical Services
Assist.

Overview

Business Critical Services Assist is the entry-level, personalized support management service from Veritas, providing an enhanced partnership that gives your business several advantages:

Simplify Operations

Maximize Return on Investment

Lower Risk

Reduce Downtime

A relationship-focused support service that aligns a **Business Critical Account Manager (BCAM)** with customers to provide elevated Veritas product support.

- **A support champion inside Veritas:** Your account manager is your advocate who understands your goals, is mindful of your priorities, and helps ensure that all of your support issues are handled and resolved quickly

- **Priority access:** Your issues receive priority treatment and rapid response from our most proficient technical support engineers, including countrywide assistance for any Veritas product family

- **Ongoing knowledge development:** Your BCAM can support you with access to live exclusive interactive technical best practices webinars, as well as a recorded webinar library

Why Choose Business Critical Services Assist?

PEACE OF MIND	SPEED	PERSONALIZED SUPPORT MANAGEMENT	VALUE	PRIORITY

We're not Just Your Support Team—We're an Extension of Your Business

Veritas Business Critical Services cultivates an ongoing working relationship between your organization and ours. You can trust BCS to help you resolve issues faster and proactively mitigate threats.

More Information

To learn more visit veritas.com/services/business-critical-services or contact your Veritas Representative or a Veritas Authorized Reseller.

For specific BCS services terms and conditions, refer to veritas.com/company/legal/license-agreements in the Services section.

A full list of products BCS covers is available at www.veritas.com/content/support/en_US/business-critical-services/covered-product.

About Veritas

Veritas Technologies is a leader in multi-cloud data management. Over 80,000 customers—including 95 percent of the Fortune 100—rely on Veritas to help ensure the protection, recoverability, and compliance of their data. Veritas has a reputation for reliability at scale, which delivers the resilience its customers need against the disruptions threatened by cyberattacks, like ransomware. No other vendor is able to match the ability of Veritas to execute, with support for 800+ data sources, 100+ operating systems, 1,400+ storage targets, and 60+ clouds through a single, unified approach. Powered by Cloud Scale Technology, Veritas is delivering today on its strategy for Autonomous Data Management that reduces operational overhead while delivering greater value. Learn more at www.veritas.com. Follow us on Twitter at @veritastechllc.

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