

# Business Critical Services

## Remote Product Specialist.

### Overview

The Business Critical Services (BCS) Remote Product Specialist (RPS) service enhances your Veritas product support experience by linking customers to a named product support specialist. Your specialist's deep product expertise and understanding of your Veritas product environment helps deliver effective remote fault resolution, efficient end-to-end case management, and authoritative service analysis—all with the backing of Veritas global support resources.



Reduce Downtime



Personalized Support

### What's Included with a Business Critical Services Remote Product Specialist?



The assigned **Remote Product Specialist (RPS)** provides skilled technical support. The RPS' in-depth knowledge of their customer's environment guides fast and effective incident resolution, helping to speed recovery and improve availability.

### Elevated Veritas Product Support

The BCS Remote Product Specialist service raises the level of technical support with these key elements:



Direct access to your Remote Product Specialist



Expedited Incident Response



Best Practice Guidance



Case History and Corrective Action Planning

### 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.



## BCS Remote Product Specialist Options

Feature	Assigned RPS - NetBackup Flex Scale	Assigned Remote Product Specialist	Dedicated Remote Product Specialist
Technical Support Specialist Coverage	Shared	Shared	Customer dedicated
Direct Access	Regional business hours	Regional business hours	Regional business hours
Total Support Days (12-month contract period)	60 days	48 days	220 days
Designated Contacts	6	6	30

### More Information

To learn more, visit [veritas.com/services/business-critical-services](https://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](https://veritas.com/company/legal/license-agreements) under in the Services section.

A full list of products BCS covers is available at [veritas.com/content/support/en\\_US/business-critical-services/covered-product](https://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 [veritas.com](https://veritas.com). Follow us on Twitter at [@veritastechllc](https://twitter.com/veritastechllc).

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