

BCS Business Critical Account Manager Add-On Service

Service Description

October 2015



Service Overview

The Veritas BCS Business Critical Account Manager (“BCAM”) Add-On Services (the “Service”) each offer additional access to BCAM resources that serve as the single point of contact to manage a Customer’s Business Critical Services experience. This Service is only available to a Customer who has licensed the particular Veritas software product(s) for which the Service is purchased, as indicated on the Certificate or written agreement referencing this Services Description.

This Service Description, with any attachments included by reference, is part of any agreement which incorporates this Service Description by reference (collectively, the “Agreement”), for those Services which are described in this Service Description and are provided by Veritas.

Table of Contents

- **Technical/Business Functionality and Capabilities**
 - Service Features
 - Principal BCAM
 - Assigned BCAM
 - Dedicated BCAM
 - BCAM Activities
- **Service Specific Terms**
 - Term
- **Definitions**



Technical/Business Functionality and Capabilities

Service Features:

The Service features vary depending on the level of Service that has been purchased. Services include the following services delivered for the Eligible Software in the applicable Product Family installed in production environments in the Territory.

- **Principal Business Critical Account Manager ("Principal BCAM").** A Principal BCAM is a shared resource, who is also assigned to other customer accounts. The Principal BCAM is responsible for case management assistance during Local Business Hours and serves as a named contact who is alerted on a 24x7 basis when a Severity 1 case has been logged. A Principal BCAM provides the equivalent of up to approximately 30 work days of assistance during each annual BCS term. These work days will be provided in addition to the BCAM assistance included in an underlying Premier or Premier Plus Services Agreement.
- **Assigned Business Critical Account Manager ("Assigned BCAM").** An Assigned BCAM is a shared resource, who is also assigned to other accounts. An Assigned BCAM is responsible for case management assistance during Local Business Hours and serves as a named contact who is alerted on a 24x7 basis when a Severity 1 case has been logged. An Assigned BCAM provides the equivalent of up to approximately 60 work days of assistance during each annual BCS term. These work days will be provided in addition to the BCAM assistance included in an underlying Premier or Premier Plus Services Agreement.
- **Dedicated Business Critical Account Manager ("Dedicated BCAM").** A Dedicated BCAM works solely on a single Customer's issues, and is responsible for case management assistance during Local Business Hours and serves as a named contact who is alerted on a 24x7 basis when a Severity 1 case has been logged. A Dedicated BCAM provides the equivalent of up to approximately 220 work days of assistance during each annual BCS term. These work days will be provided in addition to the BCAM assistance included in an underlying Premier or Premier Plus Services Agreement.
- **BCAM Activities:** Principal BCAM, Assigned BCAM and Dedicated BCAM activities may include the following:
 - **Ensure Customer Success:**
 - Help ensure the Customer's success in meeting key business metrics
 - Act as the Customer's advocate and develop a trusted advisor relationship with Customer's sponsors

BCS Business Critical Account Manager Add-On Service

Service Description

October 2015



- Act as the voice of the Customer on product enhancement requests
- Proactive case management (primarily for Severity 1 escalations) - monitors incidents to ensure compliance with Global Support Guidelines
- End of Support Life (EOSL) Evaluation & Management - discovers and evaluates Veritas install base versions and reports out on upgrade timelines & progress
- **Coordinate Business Objectives:**
 - Optimize product and service utilization through on-going usage reviews and account performance planning engagement with the Customer's
 - Assist Customers preparing for new releases or functionality by engaging Veritas resources to host demonstrations and deep dive presentations
- **Manage Service Delivery:**
 - Provide and coordinate reporting
 - Manage delivery of Customer's Training Entitlement, Remote Assurance Services, and Onsite Service
 - Host Account Review Meetings to summarize support trending, high level project updates, high impact incidents, and End of Support Life Management

Service Specific Terms

Term

BCAM offerings are valid for use during the term specified on the Certificate. If the Term is either less or more than a twelve (12) month period, then the number of work days included in each BCAM offering will be pro-rated based upon the actual Term.

Definitions:

"Local Business Hours" means local business hours at a Customer-designated facility in the Territory.

"Territory" means the single country designated by Customer to Veritas in writing.

"Work day" means a standard eight (8) hour workday in accordance with Local Business Hours.