Business Critical Services (BCS)
Global Handbook
# Table of Contents

1. Overview ................................................................................................................................................................ 3
   MISSION STATEMENT .............................................................................................................................................. 3
   PURPOSE OF THIS BCS HANDBOOK ........................................................................................................................ 3
   CHANGES TO THIS BCS HANDBOOK ........................................................................................................................ 3
   ADDITIONAL INFORMATION .................................................................................................................................... 3

2. Veritas Support Service Offerings .......................................................................................................................... 3
   ESSENTIAL SUPPORT ............................................................................................................................................... 3
   BUSINESS CRITICAL SERVICES REMOTE PRODUCT SPECIALIST ............................................................................ 3
   BUSINESS CRITICAL SERVICES PREMIER ................................................................................................................. 4

3. Veritas Support Solutions Global Offerings ............................................................................................................ 4

4. Customer Success Portfolio .................................................................................................................................... 5

5. Veritas Business Critical Services ............................................................................................................................ 5
   MAINTENANCE REQUIREMENTS FOR SUPPORT AGREEMENTS ............................................................................ 6
   BUSINESS CRITICAL SERVICES PREMIER ................................................................................................................. 6
   PREMIER BUSINESS CRITICAL SERVICES ACCOUNT TEAM ..................................................................................... 6
   BUSINESS CRITICAL ACCOUNT MANAGER .............................................................................................................. 7
   BUSINESS CRITICAL ENGINEER ................................................................................................................................ 7
   ACCESS TO THE BCE POOL ...................................................................................................................................... 7
   ACCESS TO NAMED BCEs ......................................................................................................................................... 8
   BCE reactive Onsite Support Assistance .................................................................................................................... 8
   BCS PROACTIVE SERVICES ..................................................................................................................................... 8
   Disaster Recovery Plan Review and Test ...................................................................................................................... 8
   Upgrade Assistance ..................................................................................................................................................... 8
   Product Configuration Reviews .................................................................................................................................. 8
   BUSINESS CRITICAL SERVICES REMOTE PRODUCT SPECIALIST ............................................................................ 9

6. Types of Support .................................................................................................................................................... 9
   WEB SUPPORT .......................................................................................................................................................... 9
   TELEPHONE SUPPORT .......................................................................................................................................... 9
   LOCAL LANGUAGE SUPPORT .................................................................................................................................. 9
   DESIGNATED CONTACTS ....................................................................................................................................... 10
   REGISTERING OR UPDATING DESIGNATED CONTACTS .......................................................................................... 10
   MYVERITAS CASE MANAGEMENT PORTAL ........................................................................................................... 10
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 THIS BCS HANDBOOK

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

ADDITIONAL INFORMATION

If you have questions concerning this BCS Handbook or the policies and procedures included in this Handbook or referenced in it, please:

Visit Veritas Support Services online or

Call your regional Enterprise Support Center at the number listed at Contact Technical Support.

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

2. VERITAS SUPPORT SERVICE OFFERINGS

To meet customer needs, the Veritas Support Services portfolio provides deep expertise and innovative support technology through a portfolio of flexible offerings designed to help you optimize IT infrastructure and manage IT risk.

ESSENTIAL SUPPORT

Essential Support provides product updates and upgrades, plus 24x7 technical support to ensure that you get the help you need when you need it.

BUSINESS CRITICAL SERVICES REMOTE PRODUCT SPECIALIST

BOC Remote Product Specialist (RPS) offers organizations with business critical applications direct access to a designated, advanced level technical expert who supplies personalized, responsive support for a defined Veritas product family. RPS provides:

- Rapid response and issue resolution through your designated Remote Product Specialist.
- Notifications of critical issues that may impact performance.
- Periodic Case History Reports to identify trends and develop corrective actions as needed.
- Deployment planning assistance and best practice recommendations.
BUSINESS CRITICAL SERVICES PREMIER

**BCS Premier** is Veritas’ most comprehensive technical support offering for enterprise customers. It combines best-in-class, 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 Premier’s key deliverables include:

- Priority queuing expedited queueing to Veritas' more proficient support specialists.
- Success Planning and Quarterly Business Reviews to fine-tune product and service utilization.
- Product Optimization Strategies to assist in preparing for new releases, product compatibility and production planning.
- Business Critical Account Manager (BCAM) is a designated named resource, focused on your business success and backed by a remote team of support experts.
- Escalation Management where your account manager will be notified of Severity 1 cases logged and will provide overall case oversight.
- Remote Proactive Support gives access to a portfolio of proactive support designed to help you maximize the efficiency and productivity of your Veritas products.
- Technical Webinar Access both interactive and recorded.

3. **Veritas Support Solutions Global Offerings**

![Diagram showing the different support offerings and their features.](Image)

*Technical Support is provided primarily in English. Commercially reasonable efforts are made to provide local language support, based on available resources.*
4. **CUSTOMER SUCCESS PORTFOLIO**

<table>
<thead>
<tr>
<th>Technical Support and Services</th>
<th>Basic Maintenance</th>
<th>Essential Support</th>
<th>BCS Premier Support (Essential is prerequisite)</th>
<th>BCS Premier Global Support (Essential is prerequisite)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caase Submission, Web, Phone</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Access to Updates, Upgrade and Fixes</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Severity 1 Response Target (following acknowledgement)</td>
<td>1 Hour</td>
<td>30 Minutes Continuous Effort</td>
<td>15 Minutes Continuous Effort</td>
<td>15 Minutes Continuous Effort</td>
</tr>
<tr>
<td>Access to Support Engineers</td>
<td>Regional Business Hours</td>
<td>24/7</td>
<td>24/7</td>
<td>24/7</td>
</tr>
<tr>
<td>Call Queuing</td>
<td>Standard</td>
<td>Priority Queuing</td>
<td>Priority Queuing</td>
<td>Priority Queuing</td>
</tr>
<tr>
<td>Territory Coverage</td>
<td>Japan, Korea, India</td>
<td>Global</td>
<td>Global</td>
<td>Global</td>
</tr>
<tr>
<td>Product Coverage</td>
<td>By Software Title</td>
<td>By Software Title</td>
<td>By Product Family</td>
<td>By Product Family</td>
</tr>
<tr>
<td>BCS Remote Product Specialist</td>
<td>Add-on Option</td>
<td>Add-on Option</td>
<td>Add-on Option</td>
<td>Add-on Option</td>
</tr>
<tr>
<td>Account Management (Regional Business Hours)</td>
<td></td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Escalation Management</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Named BCE</td>
<td>Add-on Option</td>
<td>Add-on Option</td>
<td>Add-on Option</td>
<td>Add-on Option</td>
</tr>
<tr>
<td>Premier Points</td>
<td>Add-on Option</td>
<td>Add-on Option</td>
<td>Add-on Option</td>
<td>Add-on Option</td>
</tr>
<tr>
<td>Remote Quarterly Business Reviews</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Proactive Remote Technical Support</td>
<td>✓</td>
<td>✓</td>
<td>Add-on Option</td>
<td>✓</td>
</tr>
<tr>
<td>Essential Support</td>
<td>Add-on Option</td>
<td>N/A</td>
<td>Add-on Option</td>
<td>✓</td>
</tr>
</tbody>
</table>

5. **VERITAS BUSINESS CRITICAL SERVICES**

This 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; and (ii) enterprise technical support policy; and (iii) other relevant policies. Any terms used in this BCS Handbook shall have the meaning set forth in the certificate, BCS Support Agreement, the Enterprise Technical Support Policy or the Handbook. Please note that Veritas may periodically update this BCS Handbook, and updates will be posted on the Support Fundamentals website.
MAINTENANCE REQUIREMENTS FOR SUPPORT AGREEMENTS

The term "Support Agreement" means Veritas’ agreement with you 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. This requirement is separate from and does not change customer's obligation to maintain and pay for Essential Support for other software under any other agreement between Veritas and customer.

BCS is only applicable to eligible software in production environments, as those terms are more fully defined in the Certificate or BCS Support Agreement. 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 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:

Business Critical Account Manager (BCAM) is a designated named resource, focused on your business success and backed by a remote team of advanced support experts.

- **Business Critical Engineers (BCE)** provide you with the highest level of technical expertise available from Veritas, 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).
- **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.
- **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 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. BCS Premier typically includes up to 20 Work Days of account management assistance for each annual term.
- **Customer Success Management.** Customer’s BCAM and other proficient support specialists will work in tandem to deliver the following to Customer:
  - Success Planning and Quarterly Business Reviews.
  - Product Optimization Strategies.
- **Interactive and Recorded Webinars.** Customer shall have access to 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 days of account management services. The support team includes a Business Critical Account Manager (BCAM) as well as access to proficient technical support engineers 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 team delivers rapid responses to Customer’s critical situations, and offer proactive support to help Customer avoiding unplanned outages.

BUSINESS CRITICAL ACCOUNT MANAGER

The Veritas BCS Business Critical Account Manager ("BCAM") Service (the "Service") offers access to a BCAM resource that serves as the single point of contact to manage a Customer’s Business Critical Services experience. The BCAM 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. 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. 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 BCS Premier subscription.

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

• Success Planning and Quarterly Business Reviews
  o Deliver quarterly business reviews to summarize support trending, high impact incidents and end of support life management.
  o Help Customer optimize Veritas product and service utilization through quarterly usage reports and account performance planning relative to the Customer’s business objectives.
  o End of Support Life (EOSL) evaluation & management to discover and evaluate Veritas install base versions, reporting out on upgrade timelines & progress.
  o Account oversight assistance.

• Product Optimization Strategies
  o Assist Customer preparing for new releases or functionality along with best practice recommendations.
  o Assist Customer in the identification of processes to confirm that the Veritas solutions installed or to be installed are compatible with the environment.
  o Assist with production planning to minimize risk to the operating environment and Veritas solutions. For the list of Business Critical Services supported product families please see the BCS Covered Products List.

BUSINESS CRITICAL ENGINEER

The Veritas BCS Business Critical Engineer ("BCE") Services (the “Services”) provides a Customer with a named technology expert they can draw on to help assist with support issues. 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 Service Description.

The pool of BCEs are accessible via escalations or requests by the BCAMs. 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 workdays of BCE time per annual period. Additional BCE time is available for purchase as needed.

ACCESS TO THE BCE POOL

There are three scenarios in which a BCAM will access the BCE Pool:

• Proactive Service. From time to time your BCAM 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 BCAM will submit a service request to the BCE pool to secure a BCE that is knowledgeable in that particular proactive service.

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

**ACCESS TO NAMED BCEs**

Access to an identified BCE during Veritas’ local business hours for delivery of BCS Services designated for BCE assistance. The Named BCE offering typically includes up to ten (10) days of access to the BCE for Customer use.

**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. Examples of these services include:

**Disaster Recovery Plan Review and Test**

A Veritas Engineer 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 Veritas Engineer 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.

**Product Configuration Reviews**

A Veritas Engineer 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 Veritas Engineer 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.
BUSINESS CRITICAL SERVICES REMOTE PRODUCT SPECIALIST

The Remote Product Specialist (RPS) is a value-added support offering providing Customer with an assigned technical point of contact who is a specialist in a defined Veritas Product Family. RPS is only available to a Customer who has licensed the Veritas software product(s) for which RPS is purchased, as indicated on the Certificate or written agreement referring this Service Description.

This offering includes:

- Six (6) Designated contacts per Product Family.
- Priority call queueing.
- Access to either an Assigned or Dedicated Remote Product Specialist during Regional Business Hours. All calls will be directed to more proficient support specialists outside of Regional Business Hours or in the event the Remote Product Specialist is not available. The following RPS offerings are available and the one Customer has purchased will be indicated on the Certificate or written agreement referencing this Service Description:
  - Assigned Remote Product Specialist (sometimes referred to as a “Shared Remote Product Specialist”)
  - Dedicated Remote Product Specialist
- RPS activities may include the following:
  - Stabilize IT infrastructure
  - Expedited Response

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.

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 ours, 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 are eligible to appoint differs based on Support Services offering purchased.

- BCS Remote Product Specialist ➔ Six Designated Contacts per product family
- Basic Maintenance, Essential Support and BCS Premier Services ➔ Unlimited designated contacts per product family

To better facilitate providing Support Services to the 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. 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, they may identify specific individuals as their designated contact(s) for that case.

REGISTERING OR UPDATING DESIGNATED CONTACTS

Customers need to register all their Designated Contacts to help us deliver timely support. It is important that they keep their Designated Contacts information accurate and current.


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.

7. CONTACTING VERITAS SUPPORT SOLUTIONS

OVERVIEW

If customers identify a Problem with their licensed Veritas Software or Veritas Appliance, they should contact Veritas electronically via the web ([https://support.veritas.com/](https://support.veritas.com/)) or by phone using the contact numbers available at [https://www.veritas.com/support/en_US/contact-us.html](https://www.veritas.com/support/en_US/contact-us.html). Customers must provide Veritas with all relevant diagnostic information that may be required to replicate or address their Problem. Customers will need to initiate a separate Case for each Problem, and Veritas will assign a unique case identification number in its global tracking system for each Case.

Should a customer experience a Problem with an Appliance, the serial number of the Appliance is needed for proper diagnosis of the hardware configuration as purchased.

Whether customers report their Problem electronically or by phone, they will be required to provide Veritas with their Veritas Support ID or Entitlement ID for Veritas to validate the level of support they are entitled to receive. When customers contact Veritas about their Case, they will need to provide their Case number.

INFORMATION TO PROVIDE WHEN REPORTING A PROBLEM

Customers should provide Veritas with the following information when reporting a Problem by phone.

- Identity
Customer Success
Business Critical Services Global Handbook

- Customer Name
- Contact name, phone number, and Email address
- Veritas Support ID or Entitlement ID (the unique set of letters or numbers assigned at the time of purchase)

- Product Information
  - Product Name
  - Product Version
  - Chassis Serial Number (if the issue is with a Veritas Appliance)

- System and Software Information
  - Operating system
  - Operating system version

- A one-line high-level statement of the reported Problem
- The main symptom of the Problem
- A detailed summary of the Problem they are experiencing and its impact on their organization
- Severity Level
  - Customers should refer to the Severity Level definitions in this Handbook and assign a Severity Level of 1 to 4 to their Problem

For a Veritas Appliance, additional information is needed:
1. Serial number
2. Address where the appliance is installed
3. Local contact at the install location
4. Site details (local contact, access hours, site restrictions)
5. Customers should have direct access to the systems that require troubleshooting

8. SEVERITY LEVELS

The customer will determine the initial Severity Level of each Problem logged with Veritas. The Severity Level reflects the customer’s assessment of the potential adverse impact on its business and must match the Severity Level Definitions in this Handbook. If Veritas determines that the Severity Level assigned to a customer’s Case does not align with its definitions, Veritas will re-categorize the Problem to comply with those definitions. As the Case progresses, the seriousness of the Problem may change and may no longer match the initial Severity Level assigned to the Problem. In such cases, Veritas will reclassify the Case to reflect the correct definition, and will handle the Case by this corrected Severity Level. Veritas transfers all Severity 1 Problems to a TSE for immediate action.

<table>
<thead>
<tr>
<th>Severity Level</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Severity 1 (Emergency)</td>
<td>Severity 1 or Severity Level 1 means that a problem has occurred where no workaround is immediately available in one of the following situations: (i) your production server or other mission critical system is down or has had a substantial loss of service; or (ii) a substantial portion of your mission critical data is at significant risk of loss or corruption.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>BCS Target Response Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Within 15 minutes</td>
</tr>
</tbody>
</table>

The customer will determine the initial Severity Level of each Problem logged with Veritas. The Severity Level reflects the customer’s assessment of the potential adverse impact on its business and must match the Severity Level Definitions in this Handbook. If Veritas determines that the Severity Level assigned to a customer’s Case does not align with its definitions, Veritas will re-categorize the Problem to comply with those definitions. As the Case progresses, the seriousness of the Problem may change and may no longer match the initial Severity Level assigned to the Problem. In such cases, Veritas will reclassify the Case to reflect the correct definition, and will handle the Case by this corrected Severity Level. Veritas transfers all Severity 1 Problems to a TSE for immediate action.
9. **Case Management**

**Acknowledgement**

Case management involves several key activities. The first activity is when Veritas acknowledges that a customer has contacted Veritas by phone or through Veritas' Support website about a Problem, or a Problem has been reported by the CallHome Appliance feature automatically to Veritas. In the case of phone or web problem reporting, it is Veritas’ goal to acknowledge a customer’s request for assistance within 5 minutes.

Once a Case has been opened, a customer will receive an official email acknowledgment that Veritas has been made aware of the Problem. The email will include the customer’s Case number, as well as important instructions, helpful tools, and resources that will aid in the resolution of the customer’s Problem. Veritas asks customers to please take the time to read this important email.

**Troubleshooting**

The Technical Support Engineer (TSE) will ask the customer questions about their Problem and work with them to isolate the cause of their Problem. The troubleshooting process may involve answering additional questions, running diagnostics, applying patches, requesting logs, providing remote access, etc. Please note that Veritas will require the customer’s express consent prior to starting any remote access. The TSE will document all troubleshooting steps in the Case. The TSE will provide the customer with a plan of action (POA) throughout the life of the Case. The actions taken by the assigned TSE will work to determine the cause of your Problem. If the cause of your Problem is identified to be an issue with Veritas Software, the TSE will deliver a Workaround or other Resolution, or may also develop a plan of action outlining expected steps towards addressing the Problem. Customers may view Case updates and communicate with the TSE through the Veritas Support website.

If the determination is made during problem diagnosis that an Appliance hardware issue exists, a field service coordinator will be working with the customer to coordinate an estimated time of arrival of the onsite support personnel and/or part needed. This will be done within the Support Agreement times as appropriate, or as otherwise agreed with the customer.

**Case Management Activities**

Veritas will use commercially reasonable efforts to carry out related activities within targeted timeframes. However, Veritas has no obligation to meet any specific time frames. Note, if a customer has logged a Severity 1 Problem,
Veritas’ initial efforts will focus on making the customer’s Software operational. There may be temporary degradation in performance while Veritas continues to work to resolve your Problem.

**MONITORING AND UPDATING A CASE**

The TSE managing a customer’s Case will provide updates on the status of the Case and will maintain a current Plan of Action (POA) for the Case. Customers can monitor the status of the Case and interact with the assigned TSE via the Veritas Support interface. If customers need to call Veritas Support regarding an open Case, they should call and provide their Case number to the Customer Care agent. The agent will transfer the call to the TSE managing that Case. If that TSE is unavailable, the customer may leave a message for the TSE, or request to have the Case “re-dispatched” to the next available TSE. Re-dispatched means a Case is taken out of the possession of one TSE and put into the support queue to be picked up and worked by a different, available TSE.

In the case of an Appliance-related problem the Field Service Coordinator will conduct additional monitoring and will communicate with the customer directly on arranging arrival times and help ensure the problem has been resolved.

**10. ENTERPRISE TECHNICAL SUPPORT POLICY**

The worldwide Enterprise Technical Support Policy describes the support services we offer to customers who have a current Support Agreement with Veritas covering software licensed from Veritas, and who are using that software in a supported configuration, in accordance with the terms of their license agreement and documentation. Our current support policy can be found at the [Support Fundamentals](https://www.veritas.com/support) website.

This BCS Handbook and the support policy apply to the Veritas software products identified as eligible for coverage at [Supported Products](https://www.veritas.com/products). The support policy states the terms under which we will provide support services to you. This BCS Handbook includes additional definitions of terminology and describes customer responsibilities.

**SUPPORT AGREEMENT**

The term “Support Agreement” means Veritas’ agreement with you 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.

**END OF LIFE POLICY**

Veritas provides different levels of deliverables under your Support Agreement depending on where your software is in its lifecycle. For more information on our product lifecycles and related Support Services deliverables during those lifecycles, please refer to our [End of Life policy - Business Products](https://www.veritas.com/products/end-of-life) as well as [Veritas End of Life Policy](https://www.veritas.com/support/end-of-life).

**11. CUSTOMER CARE**

Customer Care responds to non-technical licensing and serialization questions related to Veritas' enterprise products. These may include license activation, software version upgrades, product access and renewals. Should you require assistance in any of these areas, please contact [Veritas Enterprise Customer Care](https://www.veritas.com/support/enterprise-customer-care).
12. APPENDIX

LINKS

Appliances Support Information
https://www.veritas.com/appliance-services/appliance-support-services

End of Life Policy
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://sort.veritas.com/eosl

MyAppliances Portal – a 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) - a set of web-based tools 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 Phone Numbers – a list of telephone numbers that customers may use to contact Veritas Support


Veritas Entitlement Management System (VEMS) – To access VEMS, click the Veritas Support ‘Licensing’ option

Veritas Knowledge Base – online repository of knowledge articles for helping customers research 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)

Veritas Open eXchange (VOX)– an 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 enterprise data management – our software and solutions help organizations protect their mission-critical data. Tens of thousands of businesses, including 97% of Fortune 100 companies, rely on us every day to back up and recover their data, keep it secure and available, to guard against failure and achieve regulatory compliance. In today's digital economy, Veritas delivers technology that helps organizations reduce risks and capitalize on their most important digital asset – their data. Learn more at www.veritas.com or follow us on Twitter at @veritastechll.

Copyright © 2019 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.