

# 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 in-country 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
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### 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](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) 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](https://www.veritas.com/content/support/en_US/business-critical-services/covered-product).

## About Veritas

Veritas Technologies is a global leader in data protection and availability. Over 80,000 customers—including 95 percent of the Fortune 100—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](https://www.veritas.com). Follow us on Twitter at [@veritastechllc](https://twitter.com/veritastechllc).

# VERITAS™

2625 Augustine Drive  
Santa Clara, CA 95054  
+1 (866) 837 4827  
[veritas.com](https://veritas.com)

For global contact  
information visit:  
[veritas.com/company/contact](https://veritas.com/company/contact)