

Business Critical Services Premier.

Overview

Veritas Business Critical Services (BCS) Premier is our most comprehensive Support Services offering, establishing a proactive partnership to simplify operations, maximize your Veritas investment, lower risk, and reduce downtime.



Simplify
Operations



Maximize
Returns



Lower
Risk



Reduce
Downtime

Business Critical Engineers (BCEs) and an assigned Business Critical Account Manager (BCAM) team together to provide proactive consultative engineering services and strategic support, helping customers accomplish their business and technical goals.

- **Secure a champion inside Veritas Support:**
Your Business Critical Account Manager (BCAM) will coordinate quarterly business reviews, success plans and product optimization approaches.
 - **Gain confidence with proactive planning and risk management:** Our engineers work together to optimize your Veritas environment, planning for current release functionality—aligned to your business needs.
 - **Speed issue resolution with priority access to expert technicians:** Your issues receive priority treatment and rapid response by our specialized technical support experts. Your BCAM's oversight helps you get the best Veritas Support has to offer.
- Post-issue, you'll have case history reports and post-mortem analysis for continual improvement.

Why Choose Business Critical Services Premier?



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 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. Follow us on Twitter at [@veritastechllc](https://twitter.com/veritastechllc).

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