

# 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.

The BCS Remote Product Specialist service, added to Essential Support, delivers an enhanced level of reactive support, that helps:

- **Reduce downtime**—Direct access to your RPS, expedited incident response and additional backing from our global Technical Support team helps ensure fast problem resolution.
- **Provide peace of mind**—Your RPS provides expert troubleshooting, coordination and oversight of Veritas support resources, and open-to-close case management.

### ELEVATED VERITAS PRODUCT SUPPORT

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

- **Direct access to your named Remote Product Specialist who is chartered to provide:**
  - Advanced troubleshooting—informed by deep Veritas product expertise and knowledge of your operating environment and business needs.
  - Critical issue notification.
  - Coordination of any required Veritas support resources.
  - A main point of contact for case management.
- **Expedited response**—Priority case handling and access to our more proficient support engineers.
- **Case history reports**—Your RPS will present periodic case history reports, identify trends and develop a corrective actions as needed.
- **Resource planning**—Your RPS is available to discuss Veritas product deployment plans and recommend best practice options.
- **Special Event Service**—Your RPS is available to support activities that may occur during planned maintenance windows, such as software upgrades, migrations or disaster recovery testing.

### BCS REMOTE PRODUCT SPECIALIST OPTIONS

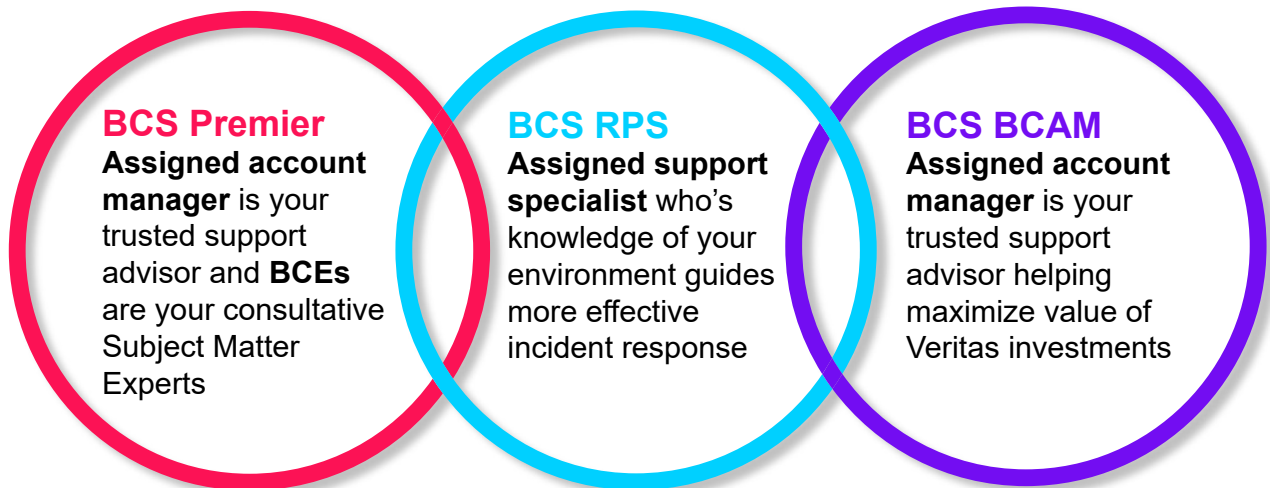
Feature	Assigned Remote Product Specialist	Dedicated Remote Product Specialist
Technical Support Specialist Coverage	Shared	Customer dedicated
Direct Access	Regional business hours	Regional business hours
Total Support Days (12-month contract period)	48 days	220 days

## 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.

## CONSIDER COMBINING BCS RPS WITH BCS PREMIER OR BCS BCAM TO ENHANCE YOUR SUPPORT EXPERIENCE.

BCS RPS together with the BCS Premier or BCS Business Critical Account Management (BCAM) offerings provides a responsive, personalized and consultative customer support experience. Joining an assigned RPS technical support expert with deep understanding of your IT environment with individualized account management and consultative engineering helps accelerate resolutions, improve availability and maximize the value of Veritas solutions.



## PRODUCT COVERAGE

To view the current list of products, please see the [BCS Covered Products List](#).

## MORE INFORMATION

Visit our website [www.veritas.com/business-critical-services](http://www.veritas.com/business-critical-services), or contact your Veritas Representative or Veritas Authorized Reseller to learn more.

## ABOUT VERITAS

Veritas Technologies is a global leader in data protection and availability. Over 50,000 enterprises—including 87 percent of the Fortune Global 500—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](http://www.veritas.com). Follow us on Twitter at [@veritastechllc](https://twitter.com/veritastechllc).

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