

Business Critical Services

Business Critical Account Management.

Overview

Business Critical Services (BCS) Business Critical Account Management (BCAM) is a personalized support management service from Veritas. This proactive partnership gives your business several advantages.



Simplify
Operations



Maximize
Investment Value



Lower
Risk



Reduce
Downtime

Your **Business Critical Account Manager (BCAM)** provides a personalized account support service for all in-region Veritas products.

- **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:** BCS BCAM includes regional oversight of your entire Veritas investment, helping you get the best results from the support team. Your issues receive priority treatment and rapid response by our most proficient technical support engineers. Post-issue, you'll have case history reports providing summarized trend analysis to assist in future improvement programs
- **Proactive planning and skills development:** Your account manager establishes business reviews, success plans and product optimization approaches, communicates latest patches, releases, and upgrade schedules, and is your guide to BCS exclusive training and Veritas Learning Labs subscriptions

Why Choose BCS Business Critical Account Management?

PEACE OF
MIND

SPEED

PERSONALIZED
SUPPORT
MANAGEMENT

VALUE

PRIORITY

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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