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, 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 leader in multi-cloud data management. Over 80,000 customers—including 95 percent of the Fortune 100—rely on Veritas to help ensure the protection, recoverability, and compliance of their data. Veritas has a reputation for reliability at scale, which delivers the resilience its customers need against the disruptions threatened by cyberattacks, like ransomware. No other vendor is able to match the ability of Veritas to execute, with support for 800+ data sources, 100+ operating systems, 1,400+ storage targets, and 60+ clouds through a single, unified approach. Powered by Cloud Scale Technology, Veritas is delivering today on its strategy for Autonomous Data Management that reduces operational overhead while delivering greater value. Learn more at www.veritas.com. Follow us on Twitter at @veritastechllc.

VERITAS

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