



## Frequently Asked Questions (FAQs)

Intended Audience: Current AdvisorMail Administrators & Reviewers

Last document update: March 31, 2020 ~ FAQs added to table below:

- *How many departments and nested departments can my organization have in Veritas Advanced Supervision?*

As part of our migration of Veritas AdvisorMail to [Microsoft Azure with Immutable Storage](#) (read FAQ [here](#)), your organization will also be transitioned to Veritas Advanced Supervision.

This document contains Frequently Asked Questions (FAQ) regarding the transition of AdvisorMail customers to Veritas Advanced Supervision. If you have any follow-up questions, please send an email to [advisor@mail@veritas.com](mailto:advisor@mail@veritas.com).

Question	Answer
<i>What is Veritas Advanced Supervision?</i>	<p>Veritas Advanced Supervision is a new software-as-a-service (SaaS) offering designed to meet SEC and FINRA requirements for the supervision of electronic communications. It is designed to help reduce audit review time, minimize compliance risk and increase organizational efficiency.</p> <p>Veritas Advanced Supervision features:</p> <ul style="list-style-type: none"><li>• A modern UI design with flexible user administration</li><li>• Integration with Veritas Information Classifier<sup>1</sup></li><li>• Built-in compliance workflows</li></ul>
<i>What's the difference between Veritas AdvisorMail and Veritas Advanced Supervision?</i>	<p>Veritas Advanced Supervision features an updated user experience. In addition, Veritas Advanced Supervision will be hosted on Microsoft Azure with Immutable Storage. This change in hosting platforms will require that we migrate AdvisorMail customers from our current Veritas data center to Microsoft Azure. Please review the migration FAQ <a href="#">here</a> for more information.</p> <p>AdvisorMail customers will gain useful, new functionality with Veritas Advanced Supervision, including:</p> <ul style="list-style-type: none"><li>• More granular roles and permissions</li><li>• Searches based on a wider variety of criteria</li><li>• Random sampling based on Classification<sup>1</sup></li></ul>
<i>How many departments and nested departments can my organization have in Veritas Advanced Supervision?</i>	<p>Veritas Advanced Supervision supports an unlimited number of departments and nested departments.</p>

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<sup>1</sup> Requires additional purchase.

<p><i>When will my organization cutover from AdvisorMail to Veritas Advanced Supervision?</i></p>	<p>The rollout of Veritas Advanced Supervision is scheduled to begin in late April 2020. Scheduled transition dates are as follows:</p> <p>If you only have AdvisorMail, your transition will occur in late April 2020.</p> <p>If you have Enterprise Vault.cloud and AdvisorMail, your transition will occur in late June 2020.</p>
<p><i>Will all of my AdvisorMail data be available in Veritas Advanced Supervision?</i></p>	<p>No. In line with SEC and FINRA requirements, any data that is 7 years old or newer will be migrated to Azure. Any data that is older than 7 years will not be migrated. If you have any questions or special requirements, please contact the product team at <a href="mailto:advisormail@veritas.com">advisormail@veritas.com</a>.</p>
<p><i>Does Veritas Advanced Supervision meet SEC and FINRA regulatory requirements?</i></p>	<p>Yes. Veritas Advanced Supervision is specifically designed and architected to meet SEC and FINRA requirements.</p>
<p><i>Will the 7-year data retention policy be implemented on new data also?</i></p>	<p>Yes, all data in Microsoft Azure data centers will adhere to a 7-year retention policy. The 7-year period starts from the date of archive. Data older than 7 years will be deleted on a rolling basis. If you have special retention requirements, please contact the product team at <a href="mailto:advisormail@veritas.com">advisormail@veritas.com</a>.</p>
<p><i>I am a current user of Enterprise Vault.cloud (EV.cloud) and AdvisorMail. How will retention work now that we are moving from AdvisorMail to Veritas Advanced Supervision?</i></p>	<p>If you are a current EV.cloud and AdvisorMail customer, you will have unlimited retention of your data in EV.cloud. The 7-year retention does not apply.</p> <p>If you are an AdvisorMail only customer today, you will have only 7 years of your data retained in Advanced Supervision per the current SEC and FINRA guidelines.</p>
<p><i>Will our AdvisorMail login credentials work with Veritas Advanced Supervision?</i></p>	<p>Yes. On the day of your organization's cutover to Advanced Supervision, you will visit the AdvisorMail login page and be automatically re-directed to the Advanced Supervision login page. When the Advanced Supervision login page appears, you will use your AdvisorMail credentials to login.</p>
<p><i>Will our existing AdvisorMail workflows such as item history and audit trail automatically migrate to Veritas Advanced Supervision?</i></p>	<p>Yes. Your organization's mail log history will be migrated with details related to Review, Random Sample and Random Sample Reviewed folders.</p>
<p><i>Do I need to make any updates to our journal address?</i></p>	<p>Every effort is being made to avoid requiring an update to your journal address. Please continue to monitor your email for a final answer to this question as your cutover date nears.</p>
<p><i>Do I need to update any settings with my Internet service provider or mail platform (e.g. Exchange, Office 365) in order for Veritas Advanced Supervision to work for our organization on the cutover day?</i></p>	<p>No. On the day of your cutover, your AdvisorMail login page will re-direct you to a new URL for your Advanced Supervision login page. It is strongly recommended that you bookmark the URL as soon as you are re-directed to it.</p>
<p><i>Is there a cost difference between AdvisorMail and Veritas Advanced Supervision?</i></p>	<p>No, Veritas will continue to honor the pricing of your current agreement. At the time of your renewal, your Veritas account team will replace the AdvisorMail SKUs on your service contract with Advanced Supervision SKUs.</p>

<p><i>Will my organization gain legal discovery capabilities at the time of cutover to Veritas Advanced Supervision?</i></p>	<p>Yes, each AdvisorMail licenses your organization is currently contracted for will automatically convert to 1 license for Veritas Advanced Supervision and 1 license for Enterprise Vault.cloud Discovery Archive. Each Advanced Supervision license requires a Discovery Archive license. To learn more about Discovery Archive, refer to the User guide <a href="#">here</a>.</p>
<p><i>Will training be available for my audit team ahead of the launch of Veritas Advanced Supervision?</i></p>	<p>Yes, we will offer web-based training courses ahead of the launch. You will be notified of course availability via email.</p>
<p><i>Will updated help documentation be made available ahead of the launch of Veritas Advanced Supervision?</i></p>	<p>Yes, the Veritas Advanced Supervision User Guide is available <a href="#">here</a>.</p>
<p><i>Where can I find more details on the migration from AdvisorMail to Veritas Advanced Supervision?</i></p>	<p>Please refer to the AdvisorMail Migration FAQ posted <a href="#">here</a>.</p>
<p><i>Will there be any changes to my contractual terms and conditions around Service Level Agreement (SLA) credits for downtime and will there be a different process for reporting a service disruption?</i></p>	<p>No. Veritas will continue to honor our current SLAs and related credits.</p>
<p><i>Who should I contact with questions?</i></p>	<p>Please send your questions to <a href="mailto:advisormail@veritas.com">advisormail@veritas.com</a>. This mailbox is monitored by the AdvisorMail/Veritas Advanced Supervision product team.</p>