

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, 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?

STABILITY SPEED PEACE OF MIND VALUE KNOWLEDGE

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](https://twitter.com/veritastechllc).

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