



Veritas NetBackup™ Appliance Support Services.

Expertise to maximize your appliance investment.

OVERVIEW

You want to ensure your backup and recovery operations are running smoothly and are meeting the challenges of rapid data growth, fixed backup windows and aggressive recovery targets. In reality, you may be constrained by staffing resources and by managing the complexity of multiple software and hardware vendors. If an unattended problem leads to a service interruption, are you covered?

Veritas NetBackup™ Appliance Support Services help you keep your systems up and running and your staff working efficiently by providing you with access to a team of experts and support resources for NetBackup appliances. NetBackup Appliance Support consists of:

- Access to Veritas' team of engineers for hardware issues
- Innovative and comprehensive support technology
- 24/7 access to the latest firmware and software updates and patches – available at any time from any location
- Installation and verification services to ensure a smooth and timely deployment in your data center

ACCESS TO VERITAS' TEAM OF ENGINEERS

NetBackup Appliance Support provides access to Veritas' best-in-class support engineers – a team of experts with the industry's most comprehensive knowledge of data protection.

Support for NetBackup Appliances includes 24x7 round-the-clock access to Veritas support engineers. Hardware maintenance services are provided by an authorized services engineer with a four hour response time.*

* The four hour response time is available only in metropolitan cities, please contact your Veritas account representative for details on what is available in your area.

INNOVATIVE AND COMPREHENSIVE SUPPORT TECHNOLOGIES

Additional knowledge management tools and self-help technologies simplify and expedite your support experience, giving you the ability to solve problems on your own. Veritas Knowledge, an online resource center from Veritas, is available to you anytime, anywhere so you can easily search for articles, visit a moderated or un-moderated support forum, use intelligent product-specific diagnostics and view your case history. You can also sign up for the technical support news bulletin to get the latest product information sent to you without having to look for it.

UPDATES AND PATCHES

You have round-the-clock online access to the latest firmware and software updates and patches.

Veritas Installation Service for NetBackup Appliances

The installation of a NetBackup appliance is designed to be easy, but you run the risk of delay if your staff is tight on time, and focused on their core operational duties. To hasten the return on your investment, the Installation Service for NetBackup Appliances is available to expertly deploy your NetBackup appliance, as soon as it arrives.

Appliances are installed by experienced engineers using proven methodologies. The service begins with pre-installation preparation and a review of the installation environment. Then, a qualified engineer works onsite at a scheduled time that is convenient for you. An assessment is conducted before the appliance is installed. If all the pre-requisites are met, the engineer will install the appliance and power it on. You decrease the time needed to realize value from NetBackup appliances.

Veritas Installation Verification Service for NetBackup Appliances

Your staff has responsibility for installing your NetBackup appliance but you want to ensure that it is functioning optimally. The Installation Verification Service provides you with peace of mind by expertly debugging to ensure your NetBackup appliance will perform optimally. The Installation Verification Service includes an onsite assessment at a scheduled time that is convenient for you. A qualified engineer will analyze the equipment room environment, cable connections, hardware installation and alarms. The appliance will be powered up, and the engineer will use the Graphical User Interface to check software alerts and proper functionality. At the end of the engagement, you will receive a report identifying outstanding issues and suggested remediation activities.

About Veritas Enterprise Support Services

Veritas Enterprise Support Services and our global network of partners deliver post-sales technical support for enterprise products to Veritas customers worldwide, from 9 support centers, in 9 languages. A recent Service and Support Professionals Association (SSPA) award recognized the Veritas global support and delivery team for our standardized approach to capturing customer feedback, analyzing the responses, and implementing changes based on our findings.

About Veritas NetBackup Appliances

Veritas NetBackup appliances are easy to use and powered by industry leading NetBackup software to provide essential data protection and deduplication for your organization — all from a single vendor. The Veritas NetBackup™ 5000 series of appliances deliver the benefits of NetBackup's deduplication technology, while the Veritas NetBackup™ 5200 series of appliances provide a complete backup and deduplication solution.

ABOUT VERITAS TECHNOLOGIES LLC

Veritas Technologies empowers businesses of all sizes to discover the truth in information—their most important digital asset. Using the Veritas platform, customers can accelerate their digital transformation and solve pressing IT and business challenges including multi-cloud data management, data protection, storage optimization, compliance readiness and workload portability—with no cloud vendor lock-in. Eighty-six percent of Fortune 500 companies rely on Veritas today to reveal data insights that drive competitive advantage. Learn more at www.veritas.com or follow us on Twitter at [@veritastechllc](https://twitter.com/veritastechllc).

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