

Business Critical Services Business Critical Account Management Service Description – 2024



Overview

Business Critical Services Business Critical Account Management (“**BCS BCAM**” or “**BCS**”) is a relationship-focused support service that aligns customers to an account management resource to help them achieve their Arctera software product and support goals. BCS BCAM covers all Eligible Software Customer has licensed subject to the terms of this Service Description.

This Service Description, with any attachments included by reference, is part of any agreement which incorporates this Service Description by reference (collectively, the “Agreement”), for the BCS described in this Service Description and provided by Arctera. This Service Description may be updated by Arctera from time to time in its sole discretion, provided that any update to the Service Description will only apply upon renewal.

Business Functionality and Capabilities

BCS BCAM Features:

BCS BCAM builds upon Customer’s 24x7 Essential Support access to provide the following remote value-add features for the Eligible Software installed in any production environments:

- **Elevated Support Access.** When contacting technical support, Customer’s support case will be assigned to more proficient support specialists, subject to availability.
- **Priority Queuing.** Customer will be prioritized in the call and case assignment queues over similar non-BCS customers.
- **Account Management.** Customer will be assigned a named account manager who will serve as Customer’s Regional primary account contact for BCS BCAM. The account manager is available during Customer’s Regional Business Hours. The country for Customer’s Regional Business Hours is the country first designated by Customer in writing to Arctera, defaulting to the country of Customer’s headquarters otherwise. Regional coverage definitions for BCS BCAM can be found at the following URL: https://www.veritas.com/support/en_US/business-critical-services/regions.
- **Escalation Management.** Customer’s account manager will be notified of Severity 1 cases logged and will provide overall case oversight.
- **Customer Management.** Customer’s account manager and other proficient support specialists will work in tandem to the deliver the following to Customer:
 - Quarterly Business Reviews

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- Deliver quarterly business reviews to summarize support trending, high impact incidents and end of support life management
 - Help Customer optimize Arctera product and service utilization through quarterly usage reviews and account performance planning relative to the Customer's business objectives.
 - End of support life evaluation and management to help Customer discover and evaluate Arctera install base versions and provide reports on upgrade timelines and progress.
 - Account oversight assistance through regular check-in meetings and direct access to Customer's designated BCS BCAM resource.
- **Subscriptions to Learning Lab** – Two (2) Arctera Learning Lab skills training subscriptions. Each Learning Lab subscription permits a single user individual access to a single product lab environment for a six-month period.
 - **Interactive and Recorded Webinars.** Customer shall have access to technical webinars, subject to availability.

BCS BCAM Terms

Eligible Software

Eligible Software is the Arctera software eligible for coverage under BCS, identified by Product Family at the following URL: https://www.veritas.com/content/support/en_US/business-critical-services/arctera/covered-product. The list of Eligible Software may be revised and updated by Arctera from time to time without notice to Customer. If Arctera includes additional software in the Product Family for which Customer currently has BCS, then Customer's BCS shall automatically include such additional Eligible Software without the payment of additional fees.

Prerequisites

Customer must hold a valid License Agreement for the underlying Eligible Software and have a current support agreement for Essential Support for the Eligible Software. The requirement for Essential Support on all Eligible Software is satisfied by either (a) an Essential Support subscription, (b) an active software subscription (license plus support), or (c) an active hosted subscription, for the Eligible Software. Arctera is not obligated to provide any credits, refunds or extensions of BCS when BCS is suspended for Customer's failure to maintain Essential Support.

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Support Policies

BCS will be provided in accordance with Arctera’s Enterprise Technical Support Policy and other relevant support policies, any of which may be revised and updated by Arctera from time to time without notice to Customer. Please refer to <https://www.arctera.io/support-fundamentals> for copies of such policies.