



VAST and Veritas

– Technical Services Partner Program

Veritas created an elite Technical Services Partner Program (TSPP) to provide high-touch support to ensure their end-users' satisfaction.

Customer Benefits:

Coordinated Technologies Support – Customers require coordinated support delivery for servers, operating system software, management software, storage, networking, and security technologies used at their data center(s), whether they are hosting internally, at a colocation center, or a hybrid model. Veritas provides these types of software; VAST provides this coordinated approach.

Local Support Relationships – Customers expect their provider to have in-depth knowledge of their specific computing environment and would also benefit from local and high touch support. VAST provides this in-depth understanding.

Greater Support Bandwidth – Growing a technical support operation is a complex challenge, especially on the Call Center level. Often, this is better handled by enlisting a few highly qualified and certified partners to solve the ever-increasing support demand. This is why Veritas partnered with VAST, who is certified to provide highly skilled Call Center resources, and why so many customers rely on VAST as their support arm.

Products we Support through the Veritas TSPP Program

Veritas NetBackup
Veritas Enterprise Vault
Veritas Veritas Cluster Server
Veritas Infoscale
Veritas NetBackup Appliances

We hold the highest category of performance in call handling; closing over 97% of service calls without escalation to Veritas.

TSPP Program Requirements and VAST Performance

Certified to support the key technologies – Veritas provides Support Readiness Training for their TSPP partners. After training, the TSPP partner must pass rigorous certification testing to be authorized to support each Veritas software product. VAST is fully certified for all products that are part of VAST's IT solutions and map to our customer's environments.

Able to fully satisfy the vast majority of customer issue without Veritas's direct involvement – Veritas measures the effectiveness of the TSPP partner in resolving customer issues. Veritas stands behind the TSPP partner, in the event that specialized support or administrative assistance is required. VAST resolves more than 97% of all service calls without relying on direct Veritas involvement.

Exceedingly high customer satisfaction, renewal and (perfect) referenceability scores – Veritas measures the effectiveness of the TSPP partner in handling the contract administration, including license database management and contract renewals. VAST has a renewal rate of 98% of our service contracts within the timeframe of the renewal period. Veritas measures the satisfaction of the customers of each TSPP partner, with the intent to ensure they are happy with the level of support being provided. VAST scores in the highest percentile with respect to customer satisfaction, as measured, and evidenced by the high renewal performance.

VAST ranks in the highest category for overall performance, especially in service call handling and closure.