

# Business Critical Services

Global Handbook

January 2025

## Contents

---

Contents .....	2
Overview.....	3
Mission Statement.....	3
Purpose of the Business Critical Services Global Handbook .....	3
Updates and changes to this handbook .....	3
Requirements for Support Agreements .....	3
Additional Information .....	3
Arctera Business Critical Services Offering.....	4
BCS Premier Global.....	4
BCS Premier .....	4
BCS Business Critical Account Management .....	4
BCS Remote Product Specialist .....	4
Types of Support.....	5
Web Support .....	5
Telephone Support .....	5
Local Language Support.....	5
Remote Product Specialist Designated Contacts .....	5
Registering or Updating RPS Designated Contacts.....	6
Case Management Portal .....	6
Additional Support Resources: .....	6
Business Critical Services Offering Matrix .....	7
Business Critical Services Role Definitions: .....	7
Appendix.....	8
Additional Links .....	8

## Overview

### Mission Statement

The Arctera Support Services team is committed to responding quickly to your inquiries. Our goal is to keep your IT infrastructure and business information secure and available, and your IT infrastructure compliant. We enable you to leverage the operational functionality of your Arctera licensed software by providing tools, resources, and technical assistance.

### Purpose of the Business Critical Services Global Handbook

This BCS Global Handbook (BCS Handbook) provides an overview of the support services available from Arctera, as well as information about the Business Critical Services offerings our Customers have purchased.

### Updates and changes to this handbook

Arctera reserves the right to make changes to the BCS Handbook and the policies included herein or referenced hereto at any time. Future revisions to the BCS Handbook will be posted to our enterprise Customer Arctera Support Fundamentals website.

The BCS Handbook describes processes and procedures applicable to Business Critical Services (BCS). BCS is delivered pursuant to the terms and conditions reflected (i) in a certificate or a manually executed BCS Support Agreement, as applicable; (ii) the applicable BCS service description for the offering(s) purchased; (iii) the Enterprise Technical Support Policy; and (iv) other relevant policies. Any terms used in this BCS Handbook shall have the meaning set forth in the corresponding Essential Support or BCS Certificate, Essential Support or BCS Support Agreement, the BCS Service Description, the Enterprise Technical Support Policy or the BCS Handbook. Please note that Arctera may periodically update this BCS Handbook, and updates will be posted on the Arctera Support Fundamentals website.

### Requirements for Support Agreements

The term "Support Agreement" means Arctera' agreement describing the deliverables, entitlements, and other terms for the support services that you have purchased for a specific license of software. The Support Agreement includes Arctera support certificates and any documents that the Support Agreement specifically incorporates by reference.

BCS is only applicable to Eligible Software in production environments, as those terms are more fully defined in the relevant BCS service description. A Customer may only subscribe to receive BCS during such time as the Customer has and maintains a valid Support Agreement for Essential Support for the eligible software.

### Additional Information

If you have questions concerning BCS, the BCS Handbook or the policies and procedures included and/or referenced in the BCS Handbook, please refer to the following resources:

- Visit [Arctera BCS online](#).
- Visit [Arctera Support Services](#) online.
- Call your regional Enterprise Support Center at the number listed at [Contact Technical Support](#).

- View the various BCS service descriptions at [Service and License Agreements](#).

For more information about available Support Services please visit <https://www.arctera.io/support>.

## Arctera Business Critical Services Offering

To meet Customer needs, the Arctera Support Services portfolio provides deep expertise and innovative support technology through flexible offerings designed to help you optimize IT infrastructure and manage IT risk.

To view current BCS service descriptions and license agreements, please visit [License Agreements](#).

### BCS Premier Global

The Arctera Business Critical Services Premier Global support offering (“BCS Global”) is a value-added support offering that can be configured to meet the discrete needs of Customers that combine personalized proactive support with expedited response to minimize Customer IT risk and maximize uptime. A BCAM is assigned for each primary region under global terms and conditions.

### BCS Premier

BCS Premier is Arctera’s most comprehensive technical support offering for enterprise Customers. It combines best-in-class personalized account management, proactive and reactive support with expedited response targets to help minimize Customer IT risk and maximize uptime. With proactive support and a specialized support staff that develop an in-depth understanding of your business IT needs, our BCS Premier offering helps stabilize your infrastructure, optimizes your IT operations, and provides rapid response when you need it.

### BCS Business Critical Account Management

BCS Business Critical Account Management (BCS BCAM Only) is a personalized support management offering for midsize to large organizations. BCS BCAM entitles licensee enhanced support services for all Arctera products within a Customer’s Region. It provides best-in-class assigned support account management, expedited response from more proficient Technical Support Engineers (TSEs), proactive planning, and enhanced training and BCS-only learning opportunities, helping minimize Customer IT risk and maximize uptime. BCS account managers develop an in-depth understanding of your business IT needs, guide proactive planning and skills development and champion support needs. Your BCAM is available during Regional Business Hours and will provide you with his or her contact information. Outside Regional Business Hours please contact our more proficient support specialists leveraging your priority call queuing who will inform your BCAM of any Severity 1 cases logged.

### BCS Remote Product Specialist

BCS Remote Product Specialist (RPS) offers organizations direct access to a designated, advanced level technical expert with a more comprehensive knowledge of a Customer’s IT environment who supplies personalized, responsive support for a defined Arctera product family within a specified country. Your Remote Product Specialist is your assigned point of contact for support on all products within a specific product family during Regional Business Hours.

## Types of Support

### Web Support

Arctera offers extensive self-help resources on a 24x7 basis, at no additional cost to Customers:

- Arctera Knowledge Base ([Arctera Knowledge Base](#)) has answers to technical questions.
- The Arctera Support website (<https://www.arctera.io/support>) has links to articles about how to use Arctera Knowledge Base, create a Arctera Account, manage subscriptions, and leverage other Arctera Support resources.
- Community Forums are available at (<https://vox.veritas.com/category/arctera-discussions>) to ask other Customers questions, or to suggest or discuss Product enhancements.
- Customers with active Support Agreements may also use the Arctera Support website to initiate, manage, update and close technical support Cases online.

### Telephone Support

A list of worldwide Arctera Support Solutions contact numbers is available at

[https://www.Veritas/support/en\\_US/contact-us](https://www.Veritas/support/en_US/contact-us)

Arctera offers toll-free phone support in certain areas, but Customers are responsible for all other charges they incur, such as faxes, toll calls, internet services, network bandwidth, cloud consumption, postage, and postage insurance. Note: BCS RPS Customers will be given a direct dial number to their RPS.

### Local Language Support

Arctera provides Support Services in English. We will use commercially reasonable efforts to provide non-English language support during Regional Business hours, subject to Arctera's available resources. Please refer to the Local Language Support document available on our [Support Fundamentals](#) page for additional information.

### Remote Product Specialist Designated Contacts

Customer must register staff members as designated contacts to act as a liaison with Arctera Support Services staff. The number of designated contacts you are eligible to appoint differs based on the support offering purchased.

**BCS Remote Product Specialist** - Six designated contacts per product family.

**Essential Support, BCS Business Critical Account Management, and BCS Premier Services** - Unlimited designated contacts.

To better facilitate providing Support Services to our Customers, the designated contacts should have a thorough understanding of the specific Arctera product that is the subject of the Case, along with applicable technical and product knowledge needed to assist with the timely resolution of a Case. If we believe Customer's designated contact lacks the necessary technical and product knowledge to help address the problem, we may request Customers to replace their designated contact with someone who has more technical or product knowledge to help progress the Case and expedite resolution. If qualified designated contacts are not available throughout the problem troubleshooting process, Arctera's ability to assist Customers will be adversely affected. When Customers log a Case or escalate a Case, Customers may identify specific individuals as their designated contact(s) for that Case.

### Registering or Updating Designated Contacts

Customers need to register all their designated contacts to help us deliver timely support. It is important that Customers keep their designated contacts information accurate and current.

For Basic Maintenance and Essential Support Customers please register the designated contacts through Customer Care at [https://www.veritas.com/support/en\\_US/contact-us](https://www.veritas.com/support/en_US/contact-us).

### Case Management Portal

Our Support Portal allows you to directly communicate with Enterprise Support via the web to initiate, track, update, and close service requests, as well as review your closed Cases and their resolutions. Our Support Portal allows you to manage Cases that have been opened on the Web (<https://www.arctera.io/support>) or by phone.

### Additional Support Resources:

- [Contacting Support](#)
- [Support Case Severity Level](#)
- [Support Case Management](#)
- [Enterprise Technical Support Policy](#)

## Business Critical Services Offering Matrix

Deliverables	Essential Support	BCS Remote Product Specialist (BCS RPS)	BCS Business Critical Account Management	BCS Premier	BCS Premier Global
Regional Coverage			By Country	By Country	Global
Case Submission, Web, Phone	✓	✓	✓	✓	✓
Access – Updates, Upgrade & Fixes	✓	✓	✓	✓	✓
Severity 1 Response Target (following acknowledgement)	30 Minutes	15 Minutes	15 Minutes	15 Minutes	15 Minutes
24x7 Access to Support Engineers	✓	✓	✓	✓	✓
Priority call Queuing		✓	✓	✓	✓
Caller Entry Point	TSEs	RPS (regional business hours)	More proficient TSEs	More proficient TSEs	More proficient TSEs
Case Escalation Oversight		✓	✓	✓	✓
BCS Special Event Support		One (1) Event			
Reactive Onsite Support, Severity-1					✓
Business Critical Account Manager			✓ <sup>1</sup>	✓ <sup>2</sup>	✓ <sup>2</sup>
Business Critical Engineer (BCE) 2				✓	✓
Proactive Remote Technical Guidance 2				✓	✓
Case Logging Coverage	Regional <sup>3</sup>	Regional	Global	Global	Global
Product Coverage for	Software Title	Product Family <sup>4</sup>	All Arctera Products	Product Family 4	All Products 4
BCS Interactive & Recorded Events		✓	✓	✓	✓
Training – Learning Lab subscriptions			Two (2)	Two (2)	Two (2)
Remote Account and/or Service Review		✓	✓	✓	✓
Designated contacts per entitlement	Unlimited	Six (6)	Unlimited	Unlimited	Unlimited
BCAM available (Work Days)			No Limit	20	220
RPS available (Work Days)		48			
BCE available (Work Days)				12	90
Prerequisite Support Agreement		Essential	Essential	Essential	Essential
Additional RPS Work Days (220) <sup>5</sup>		Add-on Option			
Additional BCAM Work Days (30, 220) <sup>4</sup>				Add-on Option	Add-on Option
Additional BCE Work Days (10, 110) <sup>4</sup>			Add-on Option	Add-on Option	Add-on Option
Premier Points (1 Work Day) <sup>4</sup>			Add-on Option	Add-on Option	Add-on Option
Additional Product Family <sup>6</sup>				Add-on Option	
Additional BCS Special Events Support <sup>5</sup>		Add-on Option			

### Business Critical Services Role Definitions:

- **RPS** – Remote Product Specialist
- **BCAM** – Business Critical Account Manager
- **BCE** – Business Critical Engineer
- **TSE** – Technical Support Engineer

<sup>1</sup> BCS BCAM Account Manager services are delivered remotely during the regional business hours of the Customer's Headquarters region (Region) and in the HQ location (Country) language (if supported).

<sup>2</sup> Account Manager and BCE Proactive Support services are delivered remotely during the regional business hours of the Customer's Headquarters location (Country) and in the Country language (if supported).

<sup>3</sup> Essential Support available globally but Customer receives Support within the Arctera Region in which the Software is licensed for use as indicated in the License Agreement.

<sup>4</sup> BCS product coverage is specified at [https://www.Veritas/content/support/en\\_US/business-critical-services/covered-product](https://www.Veritas/content/support/en_US/business-critical-services/covered-product).

<sup>5</sup> Add-on time options: *Dedicated RPS*: 220 days, *Principal BCAM*: 30 days, *Dedicated BCAM*: 220 days, *Named BCE*: 10 days, *Part-time BCE*: 110 days, *Premier Points*: 1 day.

<sup>6</sup> Other add-on options: *Additional Product Family* includes: 2 BCAM days and 2 Proactive Services, not to exceed 6 BCE (shared) days. *BCS Special Events Support* includes assigned RPS for up to 12 hours.

## Appendix

### Additional Links

- [Business Critical Services](#)
- [BCS Covered Products](#)
- [BCS Proactive Services](#)
- [BCS Region Coverage](#)
- [End of Life Policy](#)
- [End of Support Life \(EOSL\) dates](#)
- [Services and Operations Readiness Tool \(SORT\)](#)
- [Support Fundamentals Webpage](#)
- [Support Phone Numbers](#)
- [Technical Support Solutions Handbook](#)
- [Entitlement Management System](#)
  - clicking the Licensing option to register
- [Arctera Knowledge Base](#)
- [Vox Community](#)

---

### About Arctera

Arctera helps organizations around the world thrive by ensuring they can trust, access, and illuminate their data from creation to retirement. Created in 2024 from Veritas Technologies, an industry leader in secure multi-cloud data resiliency, Arctera comprises three business units: Data Compliance, Data Protection, and Data Resilience. Arctera provides more than 75,000 customers worldwide with market-leading solutions that help them to manage one of their most valuable assets: data. Learn more at [www.arctera.io](http://www.arctera.io). Follow us on X [@arcteraio](https://twitter.com/arcteraio).

For global contact information visit:  
[arctera.io/contact](http://arctera.io/contact)



[arctera.io](http://arctera.io)