

Business Critical Services Business Critical Account Manager Service Description – 2024



Overview

Business Critical Services Business Critical Account Manager (“**BCAM**” or “**BCS**”) offers access to a BCAM resource that serves as the single point of contact to manage a Customer’s Business Critical Services experience. BCS is only available to a Customer who has licensed the Arctera software product(s) for which BCS is purchased, as indicated on the Certificate or written agreement referencing 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

BCAM Features:

The BCAM Service features vary depending on the level of Service that has been purchased. The Service includes the following to be delivered for the Eligible Software in the applicable Product Family installed in production environments.

Principal Business Critical Account Manager (“Principal BCAM”): A Principal BCAM is a shared resource, who is also assigned to other customer accounts and is responsible for case management assistance during Regional Business Hours and serves as a named contact who is alerted on a 24x7 basis when a Severity 1 case has been logged. A Principal BCAM provides the equivalent of up to approximately 30 Work Days of assistance during each annual BCS term (prorated as applicable). These Work Days will be provided in addition to the BCAM assistance included in an underlying BCS Premier or BCS Global subscription, as applicable.

Dedicated Business Critical Account Manager (“Dedicated BCAM”): A Dedicated BCAM works solely on a single Customer's issues and is responsible for case management assistance during Regional Business Hours and serves as a named contact who is alerted on a 24x7 basis when a Severity 1 case has been logged. The Dedicated BCAM 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. A Dedicated BCAM provides the equivalent of up to approximately 220 Work Days of assistance during each annual BCS term (prorated as

Business Critical Services

Business Critical Account Manager

Service Description – 2024



applicable). These Work Days will be provided in addition to the BCAM assistance included in an underlying BCS Premier or BCS Global subscription, as applicable.

Both Principal BCAM and Dedicated BCAM activities may include the following:

- Help Ensure Customer Success:
 - Help ensure the Customer’s success in meeting key business metrics
 - Act as the Customer’s advocate and develop a trusted advisor relationship with Customer’s sponsors
 - Act as the voice of the Customer on product enhancement requests
 - Proactive case management (primarily for Severity 1 escalations), monitoring incidents to ensure compliance with global support guidelines
 - End of Support Life (EOSL) evaluation and management, discovering and evaluating Arctera install base versions and reporting out on upgrade timelines and progress
- Coordinate Business Objectives:
 - Optimize product and service utilization through on-going usage reviews and account performance planning engagement
 - Assist Customers preparing for new releases or functionality by engaging Arctera resources to host demonstrations and deep dive presentations
- Manage Service Delivery:
 - Provide and coordinate reporting
 - Managed delivery of Customer’s Proactive Support, as applicable
 - Host account review meetings to summarize support trending, high level project updates, high impact incidents, and End of Support Life management

BCS 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

Business Critical Services

Business Critical Account Manager

Service Description – 2024



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.

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.

Definitions

Capitalized terms used in this Service Description, and not otherwise defined in the Agreement or this Service Description, have the meaning given below.

"Product Family" means one of the Arctera product groups listed as product families in the applicable Eligible Software list available at https://www.veritas.com/content/support/en_US/business-critical-services/arctera/covered-product.

"Work Day" means a standard eight (8) hour workday.