

Professional Residency Services

Expertise aligned to your needs.

Overview

Veritas Resident Services provide expert technical, operations and transition support resources. In collaboration with your IT staff, Veritas residents help ensure your data protection and information management environment is optimally implemented, operated and maintained. Veritas residents assist you in achieving the greatest benefit and return from your Veritas investments.

Service Description

IT leaders are sometimes challenged to maintain operations performance while juggling new technology deployments and transitions. Veritas is a flexible option to obtain domain expertise aligned to these critical requirements. Residents provide dedicated support to immediately address your needs while fostering staff learning and knowledge transfer experiences to ensure long-term success. Advanced training along with access to proprietary tools, procedures, and best practices with the backing of Veritas Engineering help produce the best outcomes.

Benefits

- Get fast time-to-value for Veritas investments.
- Reduce the risks and impact from unplanned outages.
- Control operational performance and costs.

Veritas residents provide expertise in proactive, preemptive and responsive approaches to keep operations running in the most efficient way so you can focus on growing your business.

Resident Offerings:

Veritas residents deliver critical support for new technology deployments, critical issue resolution, and day-to-day operations management.

Technical:

Expert assistance for solving specific problems or technical issues—shortening resolution intervals and decreasing service interruptions.

Transitional:

Leverage domain expertise to enable your staff in the data modernization process, helping to attain operational readiness and reduced transition risks.

Operational

Expert assistance for solving specific problems or technical issues, shortening resolution intervals and decreasing service interruptions.



Data Protection

- Modernize your data protection environment.
- Manage current backup and recovery—identify and mitigate potential risks.
- Maintain all backup infrastructure.



Business Resiliency

- Review, validate and administer business continuity and disaster recovery procedures within your environment.
- Assist with regular disaster exercise rehearsals to test the adequacy of existing plans and strategies, updating procedures and plans regularly.



Data Retention

- Establish, implement and optimize retention policies to meet business and regulatory information requirements.
- Operate archive environments and processes for optimal retention and eDiscovery performance.



Cloud Data Management

- Manage data protection across cloud, platforms and infrastructure.
- Ensure data visibility by identifying what you have and where you want it as well as if you want to keep or delete it.

To learn more about this offering or other Veritas services, visit [veritas.com/services](https://www.veritas.com/services) or contact your Veritas Representative or Veritas Authorized Reseller.

About Veritas

Veritas Technologies is a global leader in data protection and availability. Over 80,000 customers—including 87 percent of the Fortune Global 500—rely on us to abstract IT complexity and simplify data management. The Veritas Enterprise Data Services Platform automates the protection and orchestrates the recovery of data everywhere it lives, ensures 24/7 availability of business-critical applications, and provides enterprises with the insights they need to comply with evolving data regulations. With a reputation for reliability at scale and a deployment model to fit any need, Veritas Enterprise Data Services Platform supports more than 800 different data sources, over 100 different operating systems, more than 1,400 storage targets, and more than 60 different cloud platforms. Learn more at www.veritas.com. Follow us on Twitter at [@veritastechllc](https://twitter.com/veritastechllc).

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