

# First Call Support for Veritas

Your single point of contact for full lifecycle support



You've taken the steps to ensure you have the tools and protection strategies you need to combat threats. You've secured your intellectual property by implementing Veritas NetBackup, Storage Foundation, Veritas Cluster Server and Enterprise Vault to prevent data loss. However, hardware and software failures and other environmental situations can still leave you vulnerable. First Call support protects your investment by serving as your single point of contact for full lifecycle support of converged and integrated technologies.

## Any time, any day

Regardless of where you purchased your Veritas products, call Pivot at any time, any day of the week, to speak directly to a certified engineer who will diagnose and troubleshoot the problem or facilitate seamless escalation as appropriate. We don't consider the problem resolved until you are completely satisfied. In fact, we utilize an ITIL-based system to track client assets and seamlessly manage maintenance and support agreements.

## More than a Service Desk

The increasing complexity of today's data center requires dedicated operational resources. Allocating the majority of your IT budget to management, maintenance and support means that innovation falls short. Pivot TSPP First Call support frees your IT staff from the tedious and time-consuming troubleshooting and problem resolution processes to focus on new initiatives to drive business. More than a service desk, Pivot has deep industry knowledge and understanding of your unique IT infrastructure. We take support beyond remediation to advise you on upgrades and new products that will better serve you now and in the future.

## Pivot provides First Call support for the following Veritas solutions

- NetBackup
- Appliances
- Enterprise Vault
- InfoScale

## Pivot's Veritas service infrastructure includes

- 24x7 support
- Centralized call center
- 99% customer satisfaction rate
- 98%+ problem resolution rate without escalation
- Dedicated support contact
- Single number for support
- Faster response times
- Escalation support and management process
- Contract administration process
- Problem re-creation labs

**VERITAS**

Gold Partner



## A Veritas Expert

Pivot is certified as both Veritas Technical Specialist (VTS) and Veritas Sales Expert (VSE) for the following products:

- Enterprise Vault
- Netbackup
- Backup Exec
- InfoScale
- Clearwell



## Why PTS?

Pivot, through its portfolio companies, designs, sells, integrates and supports IT solutions—including hardware, maintenance and support—engaging clients in all aspects of their IT Lifecycle Management.



**Data Center**



**Collaboration**



**Managed Services  
& IT Operations**



**Cloud**



**Converged  
Infrastructure**



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