

Veritas Appliance Relocation Services

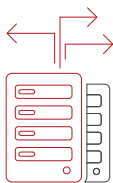
VERITAS APPLIANCE RELOCATION SERVICES

To meet rapidly changing business conditions, it is often necessary for an organization to move or repurpose datacenter equipment. Ensuring proper removal and reconfiguration of systems, preventing accidental damage to hardware, coordinating pickup and delivery, and reinstalling back to an operational state in a timely manner are challenges when relocating equipment.

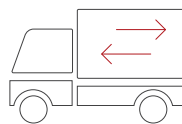
Appliance Relocation Services from Veritas Appliance Services provides assisted relocation and repurposing of a Veritas appliance from one physical location to another. This service simplifies the logistics process by providing a complete removal, shipping, and reinstallation of the appliance with a new factory configuration.

Veritas Appliance Relocation Services consists of three individual services designed to maximize flexibility in customizing your appliance relocation event:

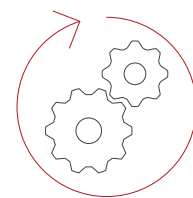
Appliance Relocation Service



Veritas Relocation Logistics Service



Appliance Installation & Deployment Service



- **Appliance Relocation Service** handles the de-installation and preparation of a Veritas appliance for transport, including a standard health check and coordination of the logistics and re-installation (if applicable).
- **Appliance Relocation Logistics Service** is the paired freight service that handles the pickup of the appliance from the source site and delivery to the destination site. Appliance Relocation Logistics can only be ordered in conjunction with Appliance Relocation Services.
- **Appliance Installation & Deployment Service** provides the reinstallation of the appliance into the new destination site, and offers two levels of service, Standard and Preferred. Standard provides physical installation and remote configuration of the appliance, a detailed deployment report and pre-flight check. Preferred adds a pre-engagement review with recommendations to optimize for your backup environment and integration into your existing backup environment.

Veritas Appliance Relocation Services offers peace of mind and efficiency by managing the entire appliance relocation process and ensures Veritas appliances are transported safely and securely, along with expert takedown and reinstallation services to get them back into operation as quickly as possible.

Appliance Relocation Services includes the following:

- A dedicated Veritas project coordinator to manage service delivery and communication with the customer
- A remote service engineer for appliance de-installation and re-installation configuration
- Onsite field engineers to remove the appliance from the source datacenter and install the appliance at the destination datacenter
- A health check of the appliance and resolution of any hardware faults as covered under active maintenance and support contracts
- A factory reset of the appliance's configuration and removal of any data on the appliance
- Full hardware inventory
- Insured transport of the appliance to the destination site, including any related logistics
- Unpacking and physical reinstallation of the appliance into the destination site
- Remote configuration and setup of the appliance software

For more information on Appliance Installation & Deployment Services, contact your Veritas sales representative or account team.

ABOUT VERITAS TECHNOLOGIES LLC

Veritas Technologies empowers businesses of all sizes to discover the truth in information—their most important digital asset. Using the Veritas platform, customers can accelerate their digital transformation and solve pressing IT and business challenges including multi-cloud data management, data protection, storage optimization, compliance readiness and workload portability—with no cloud vendor lock-in. Eighty-six percent of Fortune 500 companies rely on Veritas today to reveal data insights that drive competitive advantage. Learn more at www.veritas.com or follow us on Twitter at [@veritastechllc](https://twitter.com/veritastechllc).

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