Professional Services

Veritas Service Unit FAQ

Veritas Service Unit (VSU) FAQ

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Q. What are Veritas Service Units?

A. Veritas Service Units are prepaid credits that can be redeemed for any one or a combination of eligible Consulting, Education or Managed Services.

Q. When is the best time to purchase VSUs?

A. VSUs may be purchased as part of a Veritas technology investment to assure the fastest time to value and deep understanding of the product. Often, VSUs are purchased as part of budget cycles to position Consulting, Education and Managed services in a following budget year.

Q. What Professional Services are eligible for VSUs?

VSU Eligible Professional Service Solutions		
Consulting Services	Accelerate and maximize the business value and benefit of Veritas information management solutions in your environment.	• Advisory Services • Deployment Services • Appliance Enablement Services • Upgrade Services • Resident Services
Education Services	Enhance your Veritas product knowledge and skills with training and certification.	• Comprehensive Product and Quick Start Training • Online Instructor Led Training • On-Site Training • Self-Paced Learning • Learning Labs • Assessments and Performance Based Certification Exams
Managed Services	Simplify operations and maximize the value of your information management investments.	• Managed Backup • Managed Enterprise Vault
Excluded Services	Veritas services excluded from VSU use.	• Business Critical Services • Appliance Installation Services • Managed Services sold on a consumption basis • Backup Exec Installation, Migration & Upgrade Services

Q. How do I estimate the number of VSUs I will need?

A. Please speak with your local Sales Manager specialists or reseller. In addition to helping you estimate how many VSUs you may need, they can assist you in building a comprehensive plan to assure you secure the highest return on your Veritas solutions investments.

Q. How do customers purchase Veritas Service Units?

A. Customers purchase the VSU SKU (see below) with valuation of 1 unit = $100 USD or equivalent in local currency. Please reach out to your reseller for specific pricing.

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Q. How do customers obtain additional services to complete a project if customer does not have enough VSUs to cover the fees?

A. Two main options are available to increase the services for a project:

- Customer may issue a PO for the residual amount or
- Customer may purchase additional VSUs.

Q. What is the lifespan of Veritas Service Units?

A. From purchase date, customers have 12 months to redeem their VSUs with a redemption order based on the current Services price list. Unused VSUs expire after 12 months and are not refundable. Note that unless otherwise provided, all services must be delivered within the 12 months after VSU redemption.

Q. How much does a Veritas Service Unit cost in my country?

A. The Veritas Service Unit cost for your country is provided in the chart below.

REGION / COUNTRY	CURRENCY	UNIT PRICE
GLOBAL USD	USD	100
ASEAN USD	USD	100
AUSTRALIA AUD	AUD	150
BRAZIL BRL	BRL	320
CANADA CAD	CAD	140
CHINA CNY	CNY	700
EMEA EUR	EUR	100
EMEA GBP	GBP	80
EMEA USD	USD	100
GCR USD	USD	100
INDIA USD	USD	100
INTERNATIONAL USD	USD	100
JAPAN JPY	JPY	12,000
KOREA KRW	KRW	120,000
LATIN AMERICA USD	USD	100
MEXICO MXN	MXN	2,000
NEW ZEALAND NZD	NZD	140
SINGAPORE SGD	SGD	140
US USD	USD	100

Q. Are Veritas Service Units available globally?

A. Yes.

Q. May Veritas Service Units be used for Veritas services outside the country or region they were purchased?

A. Yes. VSUs may be used to acquire Veritas services in locations where Veritas services are available.

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Example VSU Sizing Scenario in USD		
Deal Type	Access - Install and Implement	
Services Needs	Premium Start Deployment	$115,000
	Education	$4,000
	Total Services	*$119,000*
Suggested VSU Attach	1 VSU = $100	
	$119,000/$100	
	VSUs (units)	1,190

Q. May Veritas Service Units be used by other groups within the organization?

A. Yes. VSUs may be consumed by any part of the organization or legal entities operating within the organizational structure.

Q. How will Veritas Service Unit balances be tracked and communicated?

A. Sales Managers will have up to date status and can help customers determine balances and best practices in utilizing remaining VSU balances.

Q. Who should I contact if I have questions?

A. Contact your regional Veritas Sales Representative, registered Veritas Partner to get started today.

Q. What information is available on VSUs?

A. Information can be found on the VSU Web Page, and the Data Sheet and VSU legal certificate provide more details.

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.

2625 Augustine Drive, Santa Clara, CA 95054
+1 (866) 837 4827
veritas.com

For specific country offices
and contact numbers,
please visit our website.

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