

THE BLUESOURCE SUPPORT SERVICE – HIGH-TOUCH, UK BASED SUPPORT THAT WILL RESOLVE YOUR INCIDENTS AND REQUESTS

Not all Veritas support is the same – we know their products inside out and we are the largest authorised Veritas Technical Support Partner in the UK. Plus, we deliver our support from UK based service centres.

We know that support on your Veritas based solutions is a critical business issue and that a quality, SLA driven response from a fully trained team based in the UK is key.

bluesource offers our support service under the vendor's authorised Technical Support Partner Programme (TSPP). We are the largest Veritas partner offering this service in the UK and continue to invest in our knowledge around the Veritas solution portfolio.



By working with us you will receive fully coordinated support for your products with in-depth knowledge of your product stack and certified engineers to resolve your issues. We help to reduce issue resolution times, as well as removing the stress that can occur when problems do arise, allowing you to focus on other business priorities.

Our Support Service includes the following non-standard value-added features:

- ✓ Always available 24/7, 365-day support desk
- ✓ Support calls go straight through to relevant certified engineers
- ✓ Access to a named specialist as and when required
- ✓ SLA driven time to action
- ✓ Incident activity tracking and automatic updates
- ✓ Rapid escalation into Veritas when required, utilising our Veritas Platinum Partner status

Veritas products supported by the Support Service:

- ✓ Veritas NetBackup
- ✓ Veritas Enterprise Vault
- ✓ Veritas EV247
- ✓ EV.Cloud
- ✓ Veritas DA
- ✓ Veritas CA

BENEFITS

bluesource has excellent customer satisfaction scores, and because our service is recognised to be market leading, other Veritas Partners outsource their support to bluesource.

GET IN TOUCH

We help organisations protect, govern, move & manage their data.

Find out how we can help.

020 7940 6228
hello@bluesource.co.uk



bluesource
122 Tooley Street,
London,
SE1 2TU
020 7940 6228
www.bluesource.co.uk

Copyright © 2020
All rights reserved