Veritas Technology Partner Program
Frequently Asked Questions

Q1. What is the Veritas Technology Partner Program?
The Veritas Technology Partner Program (VTPP) enables Veritas and our technology partners to provide customers with visibility, action, and control over their data, whether it resides on-premise or in the cloud. Through close cooperation with our partners, we deliver integrated and certified solutions assuring customers that our products can work together seamlessly to reduce technical complexity and improve IT responsiveness to business changes.

Q2. What is the relationship between Veritas Partner Force and VTPP?
Veritas Partner Force refers to the overall framework for the various partner programs offered by Veritas, including VTPP. Each partner program represents a pillar that together form Veritas Partner Force.

Q3. What are the key benefits of VTPP?
VTPP incorporates a comprehensive set of services including access to Veritas APIs, testing tools and development support. These services enable Veritas partners to develop, test, promote, and support their products, services, and solutions in cooperation with Veritas. Base program benefits include access to Veritas software, technical support, and product training. Technology Tracks offer development and test kits, engineering training and support, and program logos to promote certified or compatible products.

Q4. Why has Veritas put this program in place?
Technology partnerships are a fundamental part of our heritage and strength. With VTPP, technology vendors are able to integrate with Veritas' innovative portfolio of backup and recovery, business continuity, software defined storage, and information governance solutions, supporting a broad spectrum of applications, operating systems, servers, storage platforms, and appliances.

Q5. Who should consider joining VTPP?
Technology vendors whose solutions are complementary to Veritas and who can create additional value for customers by integrating with Veritas' product portfolio should consider joining VTPP.

Q6. What is the Veritas Certified Technology logo?
The Veritas Certified Technology logo designates that a partner's product has been successfully integrated and tested in a specific configuration with a specific Veritas product. The logo also indicates that the partner has implemented a cooperative customer support relationship with Veritas. Note that the logo relates to a product, not a product family nor a partner relationship. Customers, solution providers, sales representatives, and partners can confirm the details of the Veritas Certified product configurations through compatibility lists published by Veritas.

Q7. For which Veritas products are Technology Tracks available?
Veritas currently offers Technology Tracks for the following products:

- Backup Exec
- Cluster Server
- Enterprise Vault

- InfoScale
- NetBackup
- Resiliency Platform

Additional Technology Tracks may be made available as Veritas delivers new offerings to the market.

Q8. What are the fees associated with the Technology Tracks?
Technology Track fees vary based on our partner's requirements and resources required to enable the product integration. Technology Track fees are incremental to the Base-Level membership fee.

Q9. What marketing benefits are available to partners upon product certification?
In addition to access to the program logos, partners can promote their certified solutions in the Veritas partner directory – Partner Locator. Certified solutions are also added to the Veritas Compatibility List on veritas.com and partners are eligible to receive press release support upon approval.

Q10. What is the Veritas Technology Partner Program Guide and how do I get it?
The VTPP Program Guide is a document that describes the membership levels as well as benefits and requirements associated with each level. The guide is posted on the external Veritas website and may be updated periodically.

Q11. How do I obtain Veritas products for development and testing purposes?
Upon enrollment in the program, partners will be given access to PartnerNet, a portal where they can order Not-For-Resale (NFR) software for generally available Veritas products. NFR software may be used for evaluation, development, testing and customer support. Pre-approval is required on a per product basis.

Q12. What is cooperative support and what is the process for putting it in place?
Cooperative support is the mechanism by which Veritas and the partner work together to identify and resolve any issue reported by a mutual customer where the problem is suspected to occur as a result of the interaction of our products. Partners are required to sign the VTPP agreement and join the Technical Support Alliance Network (TSANet). TSANet is a vendor-neutral, not-for-profit organization and the world's largest cooperative support community. It enables technology firms to collaborate and jointly isolate and/or resolve mutual customer problems through a secure portal which contains technical support contact information and escalation guidelines.

Q13. What is the process to enroll in the VTPP Program?
Prospective partners should first complete the VTPP registration form available at http://go.veritas.com/vtpp. Veritas will review and respond to your application within 5-10 business days. If approved for membership, partners will be asked to accept the VTPP Program Agreement, join TSANet, and pay the relevant VTPP program fee(s).

Q14. Whom should I contact if I have questions?
Prospective partners can obtain additional information by contacting the VTPP Team at VTPP@veritas.com.