VERITAS

Customer Partner Success (CPS) Partner Submission Guide

Global Programs and Operations Team

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Customer Partner Success (CPS)

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Customer Partner Success (CPS) Overview

The CPS process is designed to provide evidence of a partner's capabilities to deliver Veritas solutions with exceptional customer service and value. A CPS is an online submission detailing how a partner has provided solutions based on products and/or services associated with a specific competency.

It is a Veritas Partner Force (VPF) program requirement for Competency membership at the Expert level that partners obtain two Approved CPS submissions per Expert Competency held.

Expert Partners are required to be meeting the CPS Expert maintenance requirement at the time of the annual review, along with all other competency requirements, to maintain their Expert Competency membership into the next fiscal year. CPS is not required prior to Expert Competency entry.

A CPS submission counts towards maintaining an Expert Competency only after the CPS submission has been approved by the regional partner program operations team.

CPS Rules and Requirements

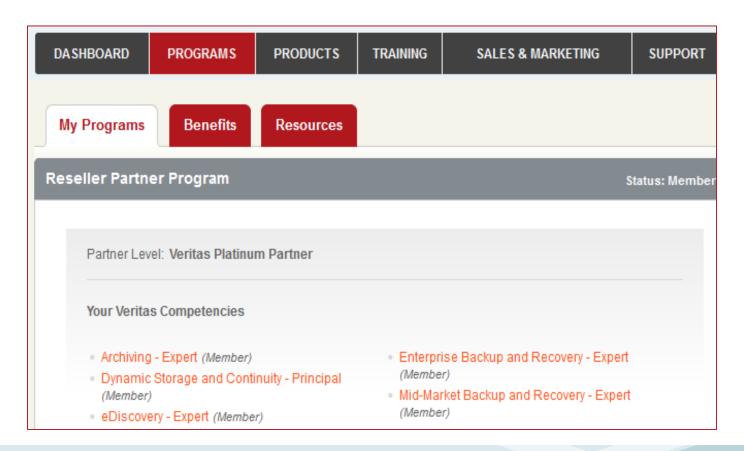
- All partners in an Expert Competency must meet/maintain the CPS submission requirement prior to each annual review in order to maintain competency status into the next fiscal year (other competency requirements such as revenue and accreditation must also be met in order to maintain competency status).
- CPS submissions are created via Veritas' online submission tool located on each individual Expert Competency page in PartnerNet.
- Partner is responsible for confirming, through acceptance of the CPS
 Terms and Conditions, that the submission is a valid customer project to
 be sent to Veritas.
- Each CPS submission needs to feature a new customer project completed within the last twelve (12) months.
- Products must be primary or complementary products associated with the selected Expert Competency.

CPS Rules and Requirements (continued)

- A customer company can be used for multiple CPS submissions, provided that each CPS submission is for a different, unique product project and only assigned to fulfill a requirement for one Expert Competency.
- Internal partner implementations cannot be used as a CPS submission; all CPS submission are required to be implemented with third party customer entities.
- Veritas will review and either Approve or Reject the CPS submission.
- Status of the CPS submission, New/Submitted/Rejected/Approved, will be visible to the partner on PartnerNet.
- Approved CPS are valid for 12 months after Veritas approval.
- Partners will be notified 30 day prior to CPS expiration and 1 day prior to CPS expiration.
- Expired CPS submissions will no longer be visible on PartnerNet.

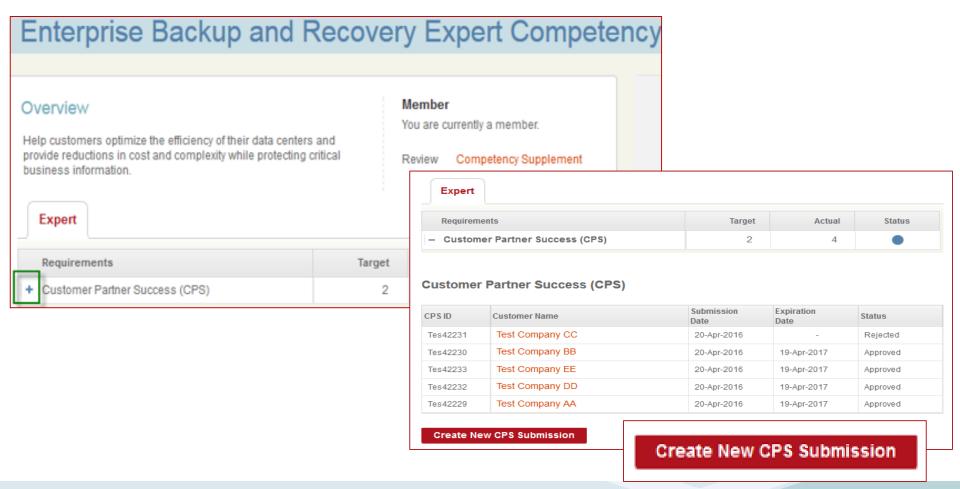
How to Submit a CPS

- Login to PartnerNet and go to the Programs tab.
- Under My Programs, click on the link to the Expert Competency page that corresponds to the CPS you'd like to submit.





- On the selected Expert Competency page, choose "Customer Partner Success" and select "Create New CPS Submission".
 - Initiating the process within a particular Expert Competency page designates the project as applicable toward that particular competency.

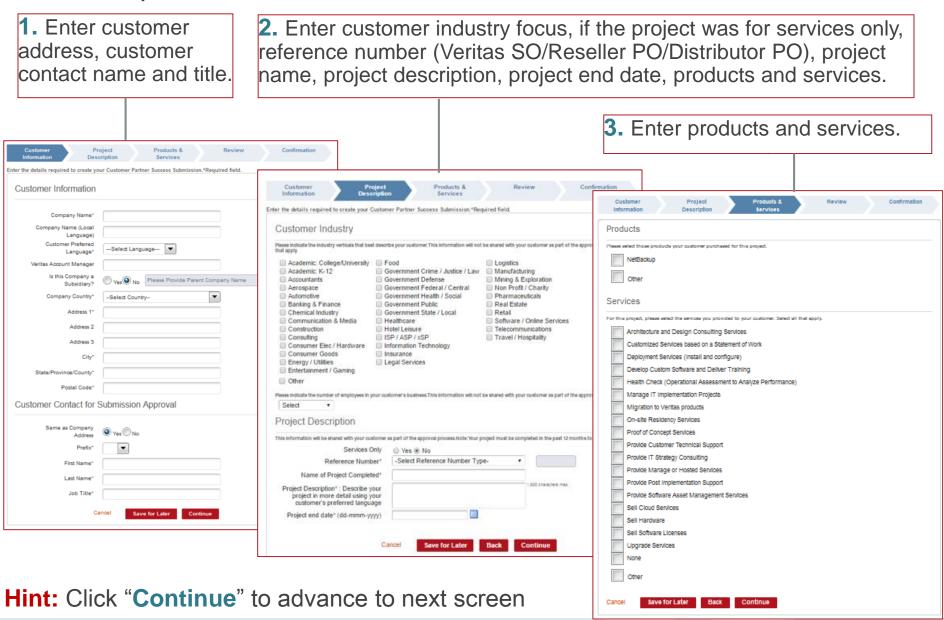




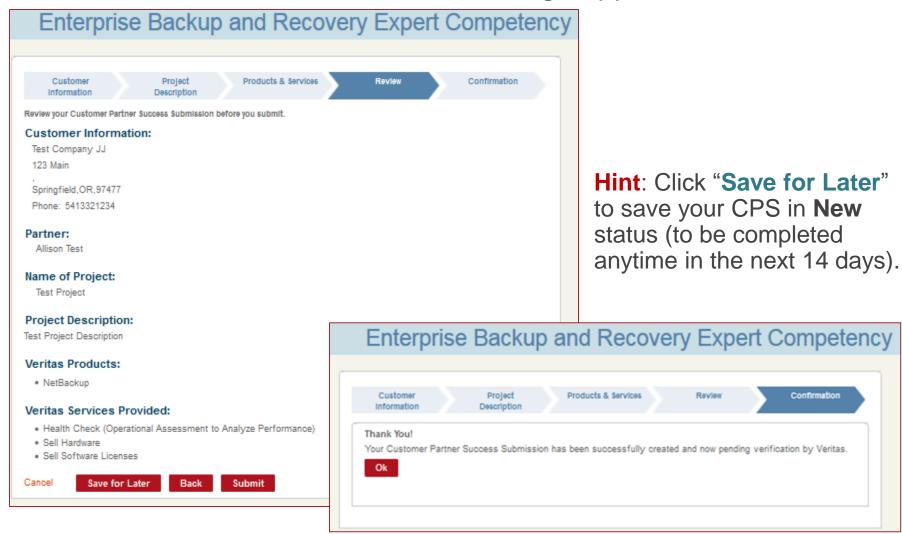
 Accept the CPS Terms and Conditions by clicking "Agree and Continue".

Enterprise Backup and Recovery Expert Competency VPF Customer Partner Success Terms and Conditions VPF Customer Partner Success Terms and Conditions I am an authorized representative of Partner and can confirm: I have sought permission from my company's customer ("Customer") to submit them as a Customer Partner Success submission; such submission being a requirement to maintain an Expert Competency in the Veritas Partner Force Program ("VPF"). Furthermore, my Customer has agreed that I can disclose certain Customer information ("Information") in relation to the Customer project which is the subject of the Customer Partner Success submission. I understand that if I provide Veritas with false or misleading information regarding the Customer, such Customer Partner Success submission shall be discarded, rejected by the reviewer and not count towards maintaining Expert Competency requirements. I understand that it is my sole responsibility to gather any legally required consents, in compliance with applicable law in its jurisdiction and/or the jurisdiction in which my Customer conducts business. I further understand that all information has been provided in compliance with all applicable laws and has been provided to Veritas so as to allow Veritas to process the information for the intended purposes only. The purposes of the collection and processing of the Information regarding your Customer is for Veritas to verify the Customer's identity and use the data pertaining to the Customer solely for Veritas' business purposes. Veritas reserves the right to contact the customer to verify and approve the accuracy of the Customer information provided. The Information included in the Customer Partner Success submission will not be disclosed by Veritas without the Partner's permission. I understand that these Terms and Conditions are governed by my VPF Agreement and Program Guide. Decline Agree and Continue

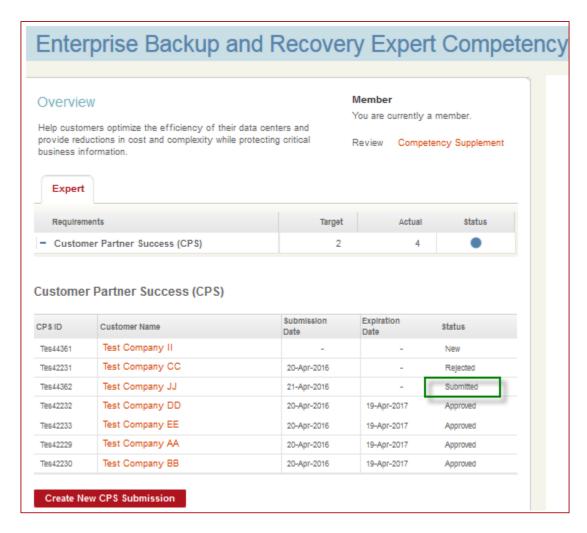
Complete the CPS online submission form



- Preview your CPS online submission and click "Submit".
- Click "Ok" when the Thank You message appears.



- Your new CPS shows as Submitted while pending Veritas review.
- An automated approval email is sent to the submitter when Veritas has approved the CPS.



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Thank you!

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