

# Veeam Customer Onboarding Program

## The first steps in your Veeam customer journey

We know how important it is to properly lay the foundation from the beginning while providing quick access to information and guidance during the critical early stages of deployment and adoption.

Veeam's Customer Onboarding Program provides a holistic, customer-centric approach that accounts for each customer's unique environment, objectives, and timeline.

## We offer two types of Onboarding:

### 1. General Onboarding for All Customers

- All customers have access to product-specific onboarding guides on [Veeam University](#).
- All customers receive curated resources sent by email. Resources include:
  - Installation guidance and best practices
  - Onboarding Q&A by emailing [veeam.customersuccess.onboarding@veeam.com](mailto:veeam.customersuccess.onboarding@veeam.com)

### 2. Select New Customer Onboarding:

- Select new customers are assigned a Customer Success Technical Onboarding Manager to assist you with new product(s), providing a coordinated and seamless engagement alongside your Veeam Account team.



We are excited to invite you and your company to Veeam's Customer Success program and to guide you through a successful journey with us.

### • Program offering includes:

- An established communication plan and a series of 1:1 online meetings designed for you
- Veeam account and administrator setup
- Introduction to Veeam Support
- Overview of Veeam Technical Resources and Training
- Best practice guidance
- Direct communication with our Technical Onboarding team via email in addition to scheduled online cadence meetings

→ Learn more

[www.veeam.com/customer-success.html](http://www.veeam.com/customer-success.html)

[veeam.customersuccess.onboarding@veeam.com](mailto:veeam.customersuccess.onboarding@veeam.com)