



Veeam[®] Enterprise License Program

Customer FAQ





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What is the Enterprise License Program (ELP)?

Veeam's Enterprise License Program provides all-in-one access to Veeam®. You'll have unrestricted access to our best-in-class portfolio with one contract, one vendor, and one tool to drive the simplicity, flexibility, and effective management you need to maximize value for your organization.

With Veeam's Enterprise License Program, you have:

- **Simplified purchasing and lifecycle management** with lower upfront costs, predictable annual expenses, and a simplified maintenance and renewal process
- **A single platform** for optimum visibility to performance and management of workloads and licenses. Drive value and cross-functional insights in a single pane of glass
- **Unrestricted portfolio access with the flexibility** to match capabilities to your ever-changing technology needs

How is the ELP structured?

Veeam's ELP is a point-based program intended for large enterprise organizations that require flexibility in Veeam product license allocations throughout the term of their agreement. Program requirements include:

- A minimum commitment per year for a three- to five-year term, paid upfront or annually
- A 10% buffer used to ensure reasonable commitment and prepayment for the following year
- License keys are active for a minimum of 12 months. Keys cannot decrease for 12 months from the date of first issuance. If the contract term ends before the 12-month anniversary of a license being cut, the key will automatically be revoked

What do I buy/get with the ELP?

Unrestricted access to our best-in-class portfolio of data protection and ransomware recovery and support solutions.

Eligible products:

Veeam Data Platform — Premium

Veeam Data Platform — Premium + Veeam Cyber Secure

Veeam Backup for Microsoft 365

Veeam Backup for Salesforce

Kasten by Veeam

Technical Account Manager



Access to the Veeam ELP Management Platform, a single-sign-on and easy-to-use interface that provides:

- End-to-end lifecycle management of your usage of Veeam solutions
- License key management and usage tracking
- Access to Veeam support — to create service tickets
- Access to Veeam knowledge database
- Monitoring and management of remote and hosted infrastructures
- Multi-departmental serviceability
- Self-service portals
- Automation and APIs for seamless integration into existing workflows
- Department onboarding and billing

What are the requirements for Veeam ELP eligibility

- Subscription only. Installed base may need to be converted to Subscription
- License keys are for internal use and cannot decrease for 12 months
- Centralized purchasing organization

Do I need to include all organization affiliates in the Veeam ELP or can I be selective as to which I include?

It is suggested that as much of the organization be included as possible upfront, but exception cases will be considered.

When do the annual true-ups take place?

Annual true ups will take place on the anniversary of the contract signature.

What happens if I go over the minimum commitment and/or “buffer” for the year?

- Usage over the minimum commitment will trigger an annual true up charge to avoid needing to report or order additional licenses.



- A new annual minimum will be calculated if usage goes above the minimum by more than the 10% buffer

Example:

\$360,000
current minimum

\$36,000
10% buffer

\$460,000
total usage for the year

$$\$460,000 - \$36,000 = \$424,000$$

new minimum

- Overage for the previous year is to be paid at the beginning of each year with the next year's minimum

What happens at the end of the agreement term?

Organizations will have the option to renew/uplift minimum commitment and will be subject to final year true up.

Can I spread my payments monthly or do I have to pay minimum commitment upfront annually?

Minimum commitment must be paid upfront annually, with true ups taking place upon contract anniversary.