

Gain business value from a Veeam support contract

An active support contract leads to higher levels of product performance and support services – and peace of mind for you!

When selecting the software that protects your business, it's highly important to consider the ongoing support and evolution of that solution. You can maintain optimal performance by keeping your product current with updates, patches, full-scale releases and more. In addition to keeping your solution up and running 24/7, Veeam provides a wealth of proactive support resources for you to optimize performance, manage your Veeam solution and leverage full product capabilities.

At Veeam we know your success is our success so we focus on product optimization, customer service and ensure we include it in our standard support coverage!

This guide is designed to assist IT Decision Makers as you plan for the renewal of the Veeam Maintenance contract and the benefits that go with it.

Veeam Customers Speak

We asked our customers

92%*

of Veeam customers plan to renew their contract when their current contract is complete

90%*

of Veeam customers are completely satisfied with features and functionality offered by the Veeam products they are using

92%*

of Veeam customers would recommend Veeam solutions to their friends and colleagues



Customers quotes

"Veeam has revolutionized the way we protect our data. We have complete trust in our backup environment now, and we're confident we can achieve a 100% successful recovery rate."

– Pieter Kruger,
Senior Manager for
Hosted Services
PricewaterhouseCoopers
South Africa



"The only way we could virtualize a critical football application was knowing backup and recovery would be reliable. That's what sets Veeam apart – reliability."

– Russ Trainor,
Vice President
of Information Technology
Denver Broncos Football Club



LAS VEGAS

"Veeam meets our enterprise needs by providing enterprise scalability. We back up more often and restore systems in minutes so guests can move on to their next stellar experience."

– Kevin Ragsdale,
Director of IT Hard Rock
Hotel & Casino, Las Vegas

*Customer satisfaction survey 2021

Quick reference on the business values

Key features	Business values	How do you get them?
Solution performance enhancement	<ul style="list-style-type: none"> • Capitalize on innovation and gain competitive advantage • Achieve the service objectives and return on investment (ROI) you expect • Lower the costs associated with software acquisition 	<ul style="list-style-type: none"> • By staying active on the Veeam support contract, you receive more than traditional support. Enhancement and major releases are being launched frequently and available to your business immediately. Check here our product releases matrix. • These releases include the critical new features, functionality, and performance improvements necessary to keep pace and win in today's marketplace.
Worldwide 24x7 Problem Resolution Support	<ul style="list-style-type: none"> • Reduce downtime while increasing operational efficiency • Mitigate risk • Accelerate time to market • Maximize profit opportunities 	<ul style="list-style-type: none"> • With a multi language team of experts who have the knowledge to resolve any problem, Veeam truly provides global 24/7 priority technical support in a proactive and personalized manner. • This way, you gain rapid access to deep expertise to help optimize performance and resolve issues.
Efficient license management	<ul style="list-style-type: none"> • Ensure high performance of your business by reducing costs and improving effectiveness with a flexible IT infrastructure 	<ul style="list-style-type: none"> • With an active support contract, you have the ability to manage the existing licenses, either by splitting up licenses for other sites or adding additional licenses to be merged with the existing ones. • This way, you can align licenses to actual usage to support a greater focus on delivering new capabilities rather than unravelling IT complexity.
Powerful and easy to use support tool	<ul style="list-style-type: none"> • Save time and effort with accurate self-service management tool 	<ul style="list-style-type: none"> • You can increase organizational effectiveness since your IT staff can use an intuitive online tool for knowledge, support and management of your Veeam account. • On Customer Portal you have direct access to: <ul style="list-style-type: none"> • Product information and downloads • Instant licenses and support tickets management • Visualization of your support level • Useful resources

Best practices

- **Play smart** – Renew your maintenance in advance and start saving:
 - You can save up to 25% on the reinstatement fee applied to expired contracts.
 - You avoid paying for backdated support since all the contracts are renewed from the date of expiration.
- **Stay tuned:**
[Veeam Enterprise Plus](#) edition is the ideal upgrade option as it provides full featured capabilities to your backup products. Veeam Universal License (VUL) is the flexible, portable and cost-effective licensing solution for your ever-changing workload landscape. With VUL, your licenses can evolve with your business, plus many more additional benefits!

Solve your most critical support issues up to 3x faster* with Production Support. With over 4,400 experts, hundreds of support engineers available 24.7.365, we are here when you need us.

* 2020 Veeam technical support data.

Conclusion

There's a new expectation of today's data – that it moves to a new state of intelligence, able to automatically anticipate need and meet demand, and move securely across multi-cloud infrastructures. Resulting in the insights you need to speed up the pace of innovation and deliver new digital services and experiences.

An active Veeam Maintenance contract helps you boost productivity across your organization. The benefits of a Veeam support contract can help you get the most out of your virtualization product with round-the-clock support, the latest software releases and unique technologies – all in one cost-effective program.

Appendix

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Contact us

For more information about Veeam Support Contract, visit veeam.com/renewals or email us at renewals@veeam.com to speak to a Veeam Renewals representative.