



Veritas Appliance.

Veritas Enterprise Support Services.

CUSTOMER DISK RETENTION OPTION FOR VERITAS APPLIANCES

When hard drives require replacement, Veritas understands that you would prefer to keep these hard drives in-house and maintain control over the disposal of the information they contain.

The Veritas Customer Disk Retention Option for Veritas appliance products offers you an option that enables you to keep failed hard drives that contain highly sensitive data, rather than return the drives to Veritas. The hard drive retention option from Veritas covers all hard drives on appliances and is offered on an annual basis.

Purchase of the hard drive retention option from Veritas requires a valid appliance support contract and covers all hard drives on appliances for the annual term of the contract.

FEATURES

- Hard disk retention service as a contract add-on
- Control of sensitive data inside your business environment by managing the media removal your way
- Meet your internal and external regulations with a single solution for data protection

BENEFITS

- Cost effective coverage for all hard drives in your appliance
- Risk mitigation against data leakage
- Peace of mind knowing your sensitive data never leaves your facility

Advances in high-capacity magnetic disk drives have been among the key factors driving corporate information management strategy. High-volume, commercial grade disk drives are common in most enterprise appliances and it has been estimated that over 90% of all new information produced was stored on magnetic media, most of it being hard disk drives.* In addition, government information privacy laws have made ensuring the security of confidential electronic data stored on hard disk drives a priority for many organizations.

KEY SERVICE ACTIVITIES

If a disk that is covered by the Veritas Customer Disk Retention Option malfunctions, call Veritas for support. A support agent will diagnose your system problem, and provide a replacement disk.

Before the actual replacement occurs, you must inform the Support agent of your intention to keep the disk drive. You must also copy the information found on the label of the malfunctioning disk drive and provide it to Veritas. The malfunctioning part will then be replaced.

You will be responsible for the data and destroying and/or permanently removing the drive from production.

z *Failure Trends in a Large Disk Drive Population, Eduardo Pinheiro, Wolf-Dietrich Weber and Luiz Andre Barroso,
https://static.googleusercontent.com/media/research.google.com/en//archive/disk_failures.pdf

ABOUT VERITAS TECHNOLOGIES LLC

Veritas Technologies empowers businesses of all sizes to discover the truth in information—their most important digital asset. Using the Veritas platform, customers can accelerate their digital transformation and solve pressing IT and business challenges including multi-cloud data management, data protection, storage optimization, compliance readiness and workload portability—with no cloud vendor lock-in. Eighty-six percent of Fortune 500 companies rely on Veritas today to reveal data insights that drive competitive advantage. Learn more at www.veritas.com or follow us on Twitter at [@veritastechllc](https://twitter.com/veritastechllc).

Veritas Technologies LLC
500 East Middlefield Road
Mountain View, CA 94043 USA
+1 (866) 837 4827
veritas.com

For specific country offices and contact numbers,
please visit our website.
veritas.com/about/contact

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