VERITAS™ PARTNER FORCE PROGRAM GUIDE

Reseller Audience
July 2017

Contents

About this Veritas Partner Force Program

This Partner Program Guide (or "Program Guide") is intended for reseller partners enrolling in the Veritas Partner Force Program ("VPF"; "Program"), and is part of the Veritas Partner Force Program Agreement ("VPF Terms"). Veritas may post or otherwise publish Supplements to the Program Guide, providing more information or terms on VPF Program Competencies and benefits, which are also part of the VPF Terms. Some Supplements and other information may be specific to certain regions and/or partner groups.

Veritas reserves the right, in our sole discretion, to decide when our posted fact sheets and program information may supplement or modify this Program Guide.

Please review this Program Guide carefully, along with the other Supplements to the Partner Force Program, posted on PartnerNet. Together with the VPF Terms, this Program Guide and the Supplements provide the terms of your participation in the VPF. Please visit PartnerNet frequently for the most updated information and version of this Program Guide. If you (on behalf of yourself or your employer) represent yourself as a VPF Program member, or if you request, access, or use any benefits under the VPF Program, you are agreeing to the terms and definitions of this Program Guide under Veritas' then- current policies and VPF Terms.

Veritas Partner Force Program Overview

Partners are a key lever for growth and therefore, at Veritas, we live a culture of partner centricity. We strive to execute a shared, focused and intentional strategy to continuously provide the best value to you, our partners, and we're making investments in our Veritas Partner Force Program to enable and properly equip you to deliver unrivalled value to our mutual customers.

The Veritas Partner Force Program helps you to increase your relevance and profitability in the marketplace by enabling you to deliver an exceptional customer experience by extending your expertise across Veritas' broad portfolio of offerings. Built on a foundation of Competencies, the Veritas Partner Force Program rewards you for your capabilities, performance and commitment to your partnership with Veritas and enables you to prosper by doing what you do best.

Executive Summary

We value our partners. By combining our technological innovations and brand recognition with our partners' understanding of the needs of customers and markets around the world, we are uniquely equipped to solve even the most complex customer challenges, together. Grow your business and prosper with the VPF Program. **Rewarding Capability, Commitment & Growth.**

Deliver the Solutions Customers Trust

- Build upon your existing skills to extend your delivery and services capabilities through Veritas Competencies —each with a Principal and Expert level. Competencies are designed to better enable you to solve customers' information management challenges across enterprises, and small businesses.
- Combine your expertise with a broad, integrated portfolio of market-leading products and services and the Veritas brand to gain access to new opportunities and deliver more complete solutions to our mutual customers.

Grow and Evolve Your Business

- Make progress across key markets and better align your strategies with Veritas solutions by leveraging sales and enablement tools and resources available to you through the achievement of Competencies.
- Build excellence in your core areas of focus or transform your business to meet your growth objectives with tools, training and other resources available to you through the achievement of Veritas Competencies. These resources make it easier for you to take advantage of Veritas's innovative, integrated technology so you can offer your customers a broader set of market-leading solutions to address their challenges, and address adjacent market opportunities.

Win by Doing What You Do Best

- Accelerate your success with access to performance-based benefits that reward you for excelling in your core areas of business, support your growth objectives and are aligned to your business cycle.
- Earn more rewards, retain more customers, expand your market footprint and grow your business with Veritas' performance-based financial benefits. These benefits are available to eligible partners through PartnerNet.

Veritas Partner Force Program Structure

The Veritas Partner Force Reseller Program offers benefits to partners based on both competency level and VPF membership tier. Each of the benefits are designed to help you deliver the solutions customers trust, grow and evolve your business, and accelerate your success. Refer to the Veritas Competency Supplement and the various Veritas Benefit Supplements for complete details regarding the benefits for which you may be eligible. Additional helpful information can be found in the Veritas Partner Force Program Benefits Guide. Please visit PartnerNet to access these resources.

Veritas Competencies

The VPF Program framework offers differentiated rewards based on the value you deliver to our mutual customers and features four membership tiers: **Registered**, **Silver**, **Gold** and **Platinum**. Partners advance through the VPF Program membership tiers by achieving Veritas Competencies.

Competencies are at the heart of the VPF Program and are designed to enable, recognize and reward your expertise. Certain benefits, which help you build competitive advantage, improve recognition and develop your business, are accessible only through achievement of Veritas Competencies.

There are two levels of Competency: Principal and Expert. By meeting defined Competency requirements as identified on PartnerNet and in the Veritas Competency Supplement, partners can first achieve the Principal Competency level ("Principal") and then advance to Expert Competency level ("Expert").

Principal Competency: Partners with Principal Competency represent the capability, expertise, and commitment to deliver Veritas solutions. These partners have completed the required training and exams associated with a given competency; have achieved Veritas-defined minimum revenue thresholds; and have satisfied other defined requirements as outlined in this Program Guide and Veritas Competency Supplement. Partners with Principal Competency have access to core sales and marketing resources and transactional benefits to help you grow your business.

Expert Competency: Partners with Expert Competency are committed to delivering customer value, have the capability to demonstrate expertise in delivering Veritas technology at each stage of the customer sales cycle, and are able to provide a comprehensive customer experience. Expert Competency attainment is based on completing required training and exams, achieving defined minimum revenue thresholds, and passing an Expert Validation Process (if applicable) that examines a partner's capabilities and performance. Partners with Expert Competency(ies) have access to a richer set of sales and marketing resources and strategic financial benefits to help accelerate partner sales, growth, and profitability.

The number of achieved Principal and/or Expert Competencies you possess helps to determine your VPF Program membership tier and may also determine your eligibility for financial and other benefits. Please refer to the Veritas Competency Supplement and Veritas Expert Validation Process Guide on PartnerNet for additional information.

Veritas Competency Names and Descriptions

Competencies help partners to effectively deliver the solutions customers want and are designed to model the way you do business.
There are five different Competency solution areas.

Competency Name	Competency Description
Archiving Competency	Achieve Archiving Competency and help deliver solutions to curtail explosive growth by leveraging archiving solutions to drive efficiencies of reducing email storage without hampering employee productivity.
Dynamic Storage & Continuity Competency	Continuous uptime is of paramount importance in a global economy. Achieve Dynamic Storage and Continuity Competency and be adept at implementing solutions which help keep client data and applications available across operating systems, and disparate hardware.
eDiscovery Competency	Partners with the eDiscovery Competency deliver solutions that help customers speed time to resolution, improve discovery accuracy and control the costs of managing information and litigation by bringing transparency and control to the electronic discovery process.
Enterprise Backup & Recovery Competency	Achieve Enterprise Backup and Recovery Competency to help customers optimize the efficiency of their data centers, provide reductions in cost, and reduce complexity of protecting the value and integrity of critical business information as they deploy new operating systems, virtualized environments, leverage appliances and/or expand/contract their operations.
Mid-Market Backup & Recovery Competency	Achieve Mid-Market Backup and Recovery Competency and offer enterprise-class data protection solutions for SMB and mid-market firms that help keep management cost down while providing high functionality - especially as they increase their use of virtualized environments and appliance platforms.

Veritas Partner Force Program Tiers

The VPF Program rewards you for your dedication and commitment to developing your capabilities and provides you with enhanced rewards as you grow with us. Your VPF benefits increase as you progress through the VPF Program membership tiers:

Registered

As a Registered tier partner, you've taken the first step in building your partnership with Veritas. You have access to the Margin Builder benefit for the Backup Exec, DLO, and System Recovery product families, and additional core benefits, training and tools to help you build the knowledge and solutions expertise you need to address your customers' unique business challenges. Registered status within the VPF Program does not require competency achievement.

Silver

As a Silver tier partner, you have achieved at least one Principal Competency through demonstrating exam based, competency specific, product and solution knowledge. In addition to the Registered level benefits, you have access to the Opportunity Registration benefit to help support your growth and enhanced sales, marketing and technical benefits that will help you further develop the skills required to reach new customers.

Gold

As a Gold tier partner, you have invested in your Veritas partnership through the achievement of at least one Expert Competency. You've also demonstrated confirmed proficiency in delivering customer value through Expert Validation. Gold tier partners who have invested in growing beyond Principal Competency to achieve Expert Competency will be able to leverage Silver level benefits and have access to a richer set of financial benefits, including:

- Veritas Growth Accelerator Rebate designed to help you drive business growth and reward overachieving your performance target
- Proposal based Veritas Partner Development Funds designed to support your business development and marketing activities
- Access to Advanced Partner Support from Veritas designed to accelerate technical problem resolution

Platinum

As a Platinum tier partner, you are one of Veritas' most invested partners, having achieved at least two Expert Competencies, and having demonstrated confirmed proficiency through Expert Validation in delivering customer value across the related solution areas. In addition to all Gold benefits, Platinum tier partners have access to increased strategic benefits including:
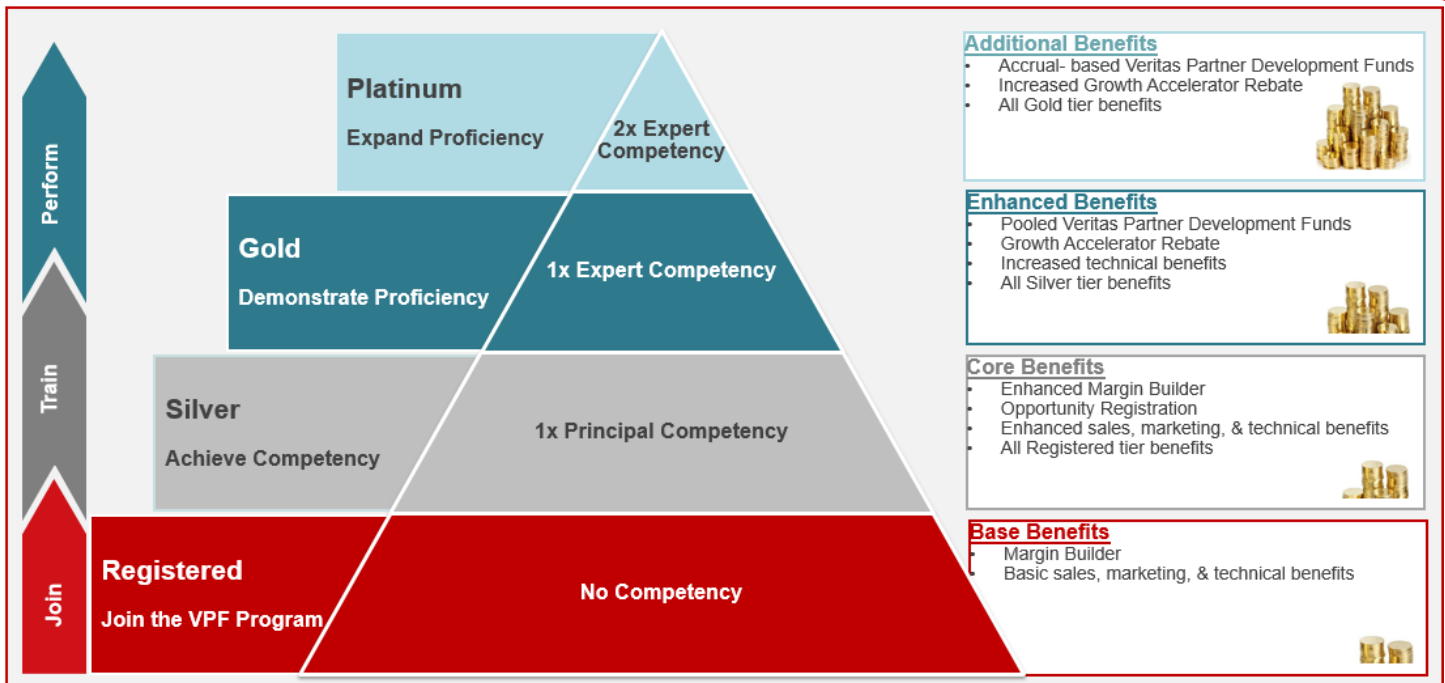
- Enhanced accrual-based dedicated Veritas Partner Development Funds designed to support your business development and marketing activities

Veritas Partner Force Program Financial Benefits

Earn more rewards, retain more customers, expand your market footprint and grow your business with Veritas' performance-based financial benefits.

- **Earn More on with Margin Builder:** As a member of the VPF Program, you can earn a discount on qualifying Backup Exec, DLO and System Recovery deals registered through the Margin Builder portal accessed via PartnerNet. You may become eligible for a deeper discount on qualifying Margin Builder deals by becoming a member of the Mid-Market Backup and Recovery competency.

- **Earn More with Opportunity Registration:** As a VPF Partner at the Silver, Gold, or Platinum tier, you may register eligible products through the Opportunity Registration portal on PartnerNet. The Opportunity Registration benefit provides rebates for active identification, development, and closure of new and incremental sales opportunities on qualifying Veritas products.

- **Grow Your Business:** Rewarding Gold and Platinum tier partners when you grow your business with the Growth Accelerator Rebate by overachieving set quarterly growth targets in your Veritas Expert-level business.

    For additional details about the requirements and eligibility of the above benefits, please refer to PartnerNet.

- **Expand Your Market Footprint:** Enrich your investment with the Veritas Partner Development Fund, a benefit designed to empower your growth initiatives, and available to Gold and Platinum tier Veritas partners.

How do I make money?

Perform / Train / Join

- **Platinum** — Expand Proficiency — 2x Expert Competency
- **Gold** — Demonstrate Proficiency — 1x Expert Competency
- **Silver** — Achieve Competency — 1x Principal Competency
- **Registered** — Join the VPF Program — No Competency

Additional Benefits
- Accrual- based Veritas Partner Development Funds
- Increased Growth Accelerator Rebate
- All Gold tier benefits

Enhanced Benefits
- Pooled Veritas Partner Development Funds
- Growth Accelerator Rebate
- Increased technical benefits
- All Silver tier benefits

Core Benefits
- Enhanced Margin Builder
- Opportunity Registration
- Enhanced sales, marketing, & technical benefits
- All Registered tier benefits

Base Benefits
- Margin Builder
- Basic sales, marketing, & technical benefits

Veritas Partner Force Program Financial Benefits Visual[1]

- ■ Margin Builder [2]
- ■ Opportunity Registration [3]
- ■ Growth Accelerator Rebate [4]
- ■ Veritas Partner Development Funds [5]

Registered	Silver	Gold	Platinum
			Accrued on New Expert Billings
		Pooled on New Expert Billings	Back End Rebate on Qualifying New Billings
		Back End Rebate on Qualifying New Billings	Enhanced Back End Rebate
	Back End Rebate	Enhanced Back End Rebate	Enhanced Front End Discount
Front End Discount	Enhanced Front End Discount	Enhanced Front End Discount	Enhanced Front End Discount

Registered	**Silver**	**Gold**	**Platinum**
No Competency	1 Principal Competency	1 Expert Competency	2+ Expert Competencies
• Basic sales, Marketing, & technical Benefits • Margin Builder	• Enhanced sales, Marketing, & technical Benefits • Opportunity Registration • All Registered tier benefits	• Increased technical benefits • Growth Accelerator Rebate • Pooled Veritas Partner Development Funds • All Silver tier benefits	• Increased Growth Accelerator Rebate • Accrual-based Veritas Partner Development Funds • All Gold tier benefits

[1]Benefits are subject to applicable VPF Program requirements and terms. Access to benefits may vary by region and country, and is based on program membership tier, competency level & eligibility criteria. Some benefits apply to defined product sets. Certain benefits may have additional terms and conditions as found through the relevant Benefits Supplement, if applicable. All benefits are provided on a reasonable efforts basis, resources permitting.

[2]Discounts will be made available to Authorized Distributor. Actual pricing for the partner will be agreed upon between the partner and the Authorized Distributor. Eligible Partners are required to be a member of the Mid Market Backup and Recovery competency to receive the highest discounts.

[3]Rebate on qualifying billings for eligible benefit SKUs in approved product(s) families.

[4]Eligible partners' qualifying business is based on New Billings as identified in the Financial Benefits Qualifying Business Definitions document.

[5]Eligible partners' qualifying business is tied to partner's Expert Competencies and New Expert Billings generated from those competencies.

Veritas Partner Force Program Business Benefits

The VPF Program offers a host of planning, enablement, marketing and technical benefits that are aligned to your business cycle and designed to support your growth objectives. These benefits align to your business cycle: **Plan**, **Enable**, **Market**, and **Support**.

Plan

- **Veritas' PartnerNet:** Access to the Veritas PartnerNet housing partner exclusive information, resources, tools. Eligible Gold and Platinum Partners will also have access to a Financial Benefits portal within PartnerNet to help manage enhanced financial benefits tied to their tier and Expert competency membership(s).
- **Veritas Representative:** Expert level Competency partners are eligible for access to a Veritas account manager to develop and grow your business with Veritas. May also be referred to as your Partner Success Manager or PSM.
- **Complimentary Software:** Software provided at no charge to gain first-hand product knowledge and for use on partner's production network or for customer demonstrations and evaluations.

Enable

- **Sales Training:** Access to online training and sales resources to enhance product and solution knowledge.
- **Sales & Technical Sales Enablement Assets:** Online access to tools and assets that support sales, technical pre-sales and marketing efforts.
- **Technical Pre-Sales Training:** Access to technical pre-sales training resources and instructor-led training provided by Veritas (either Veritas instructors or our third-party training provider).
- **Technical Post-Sales Training:** Access to technical post-sales training resources and instructor-led Training provided by Veritas (either Veritas instructors or our third-party training provider).
- **Services Delivery Resource Kits (SDRK) and Tools:** Access to consulting, support and development tool kits designed to guide you in developing a pre/post-sales services and consulting practice around Veritas solutions.
- **Bootcamp training:** In-person, instructor-led training on advanced technologies.
- **Technical Pre-Sales Training:** Access to technical pre-sales training resources and instructor-led training provided by Veritas (either Veritas instructors or our third-party training provider).
- **Training eLibrary Subscription:** Access to the Veritas eLibrary subscription that houses information and content on Veritas' product portfolio.
- **Market Intelligence:** Access to valuable market intelligence in Veritas Market Opportunities Guides, including the latest market opportunities, customer buying behaviors and competitive positioning.

Market

- **Partner Locator:** Promote your achievement of competency and build visibility with customers through your listing on the Veritas Partner Locator Tool.
- **Program Membership Tier and Competency Level Logos and Certificates:** Promote your Program membership tier and competency achievements to build visibility with customers through access to Partner Program membership tier certificates and logos (Registered, Silver, Gold, and Platinum) and competency certificate(s) and logo(s) (Principal or Expert) for marketing purposes.
- **Demand Generation (The Grid):** Generating leads with ready-to-execute marketing campaigns through the Veritas Grid Marketing Specialist Service.
- **Marketing Planning:** For our Gold and Platinum partners, a Veritas channel marketing champion will help you to proactively plan joint marketing activities.

Support

- **Pre-Sales Technical Assistance:** Access to pre-sales technical assistance via chat or email and scheduled phone/web interactions to assist you with opportunities.
- **Pre-Sales Technical Online Resources, Communities and Tools:** Access to Veritas Connect Community forums and Knowledge Bases, to connect with customers, partners and employees to find solutions, share non- confidential technical knowledge.
- **Frontline Support:** Valuable access at no-cost to Veritas Frontline Support professionals (the Veritas global customer facing support organization) for assistance with post-sales technical support questions for your environment and customer product implementations for products in your Principal Competencies.
- **Advanced Partner Support:** As an Expert Partner, you have direct access to Veritas Advanced Partner Support professionals at no-cost for timely and accurate escalations of your Expert Competency implementation and technical support questions without routing through Frontline Support. Details for Advanced Partner Support are available in the Technical Support Benefits Supplement on PartnerNet. Please refer to this and the product matrix for details.
- **Field Systems Engineer (SE) Assistance:** Access to in-person Veritas System Engineer assistance to assists with opportunities, as available.
- **Product Solution Webcasts:** Enhance your skills, learn how to develop new opportunities and improve profitability, by attending live training webcasts on Veritas solutions led by Veritas product and technical leads.

Veritas Partner Force Partners

Veritas Partner Force Program members may use PartnerNet to explore the benefits and requirements associated with Program membership and competency achievement.

All applicable accreditations held by active PartnerNet contacts at your company today will count toward your company meeting competency accreditation requirements. Your PartnerNet account's Primary Contact and/or Contact Admin(s) may view the accreditations held by individuals at your respective company on PartnerNet at: **https://partnernet.veritas.com/portal/faces/home/ManageAccount**.

You may view competency requirements and benefits by accessing the applicable competency page link from the Program page on PartnerNet: **http://partnernet.veritas.com/portal/faces/programs**.

New Partners

New partners should apply to be a Registered Partner in the VPF Program by completing the online application at **http://partnernet.veritas.com/portal/faces/programs**. All partners will be required to accept the online VPF Agreement as part of the application process. Your application is also subject to review and acceptance by Veritas. Verifiable and company specific information is required for successful VPF Program enrollment. Use of other details not specific to the partner company and the applicant, including the use of public email domains, group email aliases and post office boxes in lieu of the company's physical address, may not be permitted. Applicants may be required to provide additional information as part of the VPF on-boarding verification process. All newly enrolled partners enter the VPF at the Registered Partner tier.

As an enrolled VPF Program member, your PartnerNet account must be in good standing to participate in any VPF Program benefits including but not limited to pursing competency membership and enjoying financial and non-financial benefits tied to competency membership. If your PartnerNet account is in Suspended status, you will not have access to PartnerNet and you will not be eligible for VPF Program benefits. A PartnerNet account may be placed in Suspended status due to failure to accept the current VPF online agreement or as a result of improper behavior as a partner.

Code of Conduct

The Veritas Global Partner Code of Conduct is available at: https://www.veritas.com/about/legal/code-of-conduct.

Veritas appreciates your input and encourages you to report any business conduct concern. All concerns are taken seriously and retaliation against anyone who raises an allegation in good faith is prohibited. Veritas is committed to the highest standards of business conduct. Veritas offers an alert line as a secure and independent resource for voicing or reporting a concern.

To report a concern:

Email: **veritasethicsline.ethicspoint.com** or **ethicsandcompliance@veritas.com**

Call: 1-866-833-3430 (toll free in US and Canada)

If you need an interpreter to assist you during your call, please inform the EthicsLine specialist.

- Global

- Toll-free

- 24 hours a day

- 7 days a week

- Confidential