Veritas Technology Ecosystem (VTE)

Frequently Asked Questions (FAQs)

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General

Q1. The Veritas Technology Partner Program (VTPP) has just gone through rebranding. How will this affect me?
Existing partners were sent a letter outlining the transition period: December 11, 2017 through February 28, 2018. Once you accept the new VTE Program Agreement, your VTPP Program Agreement will terminate and you will automatically be a member of the VTE program.

Q2. What will my membership fee obligation be under the new VTE program?
A quote will be sent to you on the date you sign the VTE agreement. Your obligation will be determined by your current VTPP program membership due date. For example, if your program fee is due, your quote will be $4,000 USD. Or, if you paid your program fee 6 months previously, your VTE membership fee quote will be $2,000.

Q3. What are the key benefits of Veritas Technology Ecosystem (VTE) program?
The Veritas™ Technology Ecosystem (VTE) incorporates a comprehensive set of services including access to select Veritas APIs, product training, testing tools, SDKs, engineering support, program logos, and access to self-service marketing collateral. Veritas VTE partners are enabled to develop, test, promote, and support their products, services, and solutions in cooperation with Veritas. The program offers three membership levels: OPEN, PROFESSIONAL and ELITE. See VTE Program Guide for complete description of Program benefits.

Q4. What is the relationship between Veritas Partner Force and VTE?
Veritas Partner Force is a program for resellers and distributors, and VTE is a program for technology companies interested in certifying their product on Veritas technology.

Q5. Why has Veritas put this program in place?
Technology partnerships are a fundamental part of our heritage and strength. With VTE, technology companies can integrate with Veritas' innovative portfolio of backup and recovery, business continuity, software defined storage, storage and digital compliance and information governance solutions, supporting a broad spectrum of applications, operating systems, servers, storage platforms and appliances, and especially technology that supports cloud technology.

Q6. Who should consider joining the Veritas Technology Ecosystem program?
The ideal partner for this program are creative, innovative software and hardware companies interested in interoperability and / or integration testing of their solutions with Veritas products, plus companies who are early adopters of enterprise data management and cloud technology.
This partner program is NOT designed for resellers, although some exceptions may apply.

PartnerNet

Q7. What is the Veritas PartnerNet?
PartnerNet is a portal where all partner program announcements, information and documentation are posted.
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Not-For-Resale Software (NFR)

Q8. What is the value Not-For-Resale, time sensitive software license?
Partners in PROFESSIONAL and ELITE are eligible to access a limited quantity of NFR software, subject to Veritas' review. VTE partners can submit a request for software from the VTE landing page on PartnerNet. The value of NFR software is partners can evaluate, develop, and test functionality and integration with their solution. Upon enrollment, partners are given access to the program page on PartnerNet where the NFR request form is posted.

Q9. How do I order NFR software?
Log into PartnerNet using your PartnerNet username and password. On the landing page, click the green icon, 'How to Order NFR Software'. Follow the instructions on the form and submit to vte@veritas.com. Your will receive an email from Veritas within 3-5 business days with further instructions on how to implement your order.

Q10. What if the version of software that I require is not listed on the list?
Not-for-Resale software includes the current GA version of the product as well as all previous versions that are still supported by Veritas and have not reached End-of-Life. If the version you are requesting is not on the list, add the required version in the notes when submitting your order.

Technology Tracks

Q11. What is a Technology Track?
A Technology Track is a pre-defined service that enables partners to integrate and certify their specific solution on Veritas technology. A partner who is interested in joining a Technology Track is asked to join the ELITE level, and is also required to complete an application form which is reviewed by one of the engineering product teams. If the company's proposed solution fits with the Veritas strategy, goals, and is not a competing solution, the partner is accepted into the specific Technology Track.

Each Technology Track requires a fully-executed Schedule with a one-year term, and a payment of $10,000. (See the VTE Program Guide for InfoScale Technology Track and Cloud Solution Technology Track fee exceptions.) Once the testing is successfully completed, Veritas lists the certified product to the Veritas Compatibility List, that is published on [www.veritas.com.](http://www.veritas.com)

Q12. Where can I find the list of Technology Tracks available?
On the PartnerNet VTE landing page, click on the blue icon in the Program Benefits section to link to the complete list of Technology Tracks available. The Veritas products that currently offer Technology Tracks are:
- Veritas NetBackup
- Veritas Backup Exec
- Veritas Data Insight
- Veritas Enterprise Vault
- Veritas InfoScale
- Veritas Resiliency Platform

Additional Technology Tracks will be available as Veritas brings new offerings to market.
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Q13. What is the value of joining one of the Technology Tracks?

When you join one of the technology tracks, Veritas provides you with the tools and engineering support to build innovative data management solutions that are tightly integrated with Veritas technology. Veritas empowers you to build solutions that are certified and right to enable your customers' business transformation.

Q14. What is a technology track Schedule?

A Schedule is a legal document that identifies details for the partner's participation in a specific technology track, such as the partner's product and with requirements that the partner is submitting to be certified. A partner receives access to Veritas software and SDKs for the relevant technology track and may begin the certification process only upon signing of the relevant Schedule and payment of related fees. Each Schedule has a one-year term.

Q15. Will my certified solution be listed on the Veritas Compatibility List?

Yes – once an ELITE partner's product or solution is tested and certified by Veritas, Veritas publishes the certified product to the Veritas Compatibility List within thirty (30) days, or sooner. The List is published on www.veritas.com.

Q16. What is a Veritas product-specific certified logo?

This logo designates that you have successfully integrated and tested your product in a specific configuration with a specific Veritas product. The logo also demonstrates that you have implemented a cooperative customer support relationship with Veritas.

Q17. Is there a limit to how many technology tracks an ELITE partner can join at one time?

No, if you keep your annual program membership current, receive approval from the engineering product team, and pay the $10,000 fee for each fully-executed Schedule, you can sign up for as many technology tracks that suit your business goals. Once you achieve product certification, the only fee that is ongoing is the annual membership fee of $4,000 per year. And, once your product is certified, you retain your Elite status.

Engineering Support

Q18. How do I utilize Veritas Engineering Support?

OPEN partner support is limited to the VOX community – online support. PROFESSIONAL and ELITE partners receive five (5) incidents of engineering support (SID) which are good for one year. Additional support IDs are available upon request. Support IDs are Veritas assistance with installing and utilizing NFR software, as well as reporting any product issues that occur in a non-production environment. Refer to the VTE Program Guide for further details.

Cooperative Support

Q19. What is TSANet and why is it a requirement for PROFESSIONAL and ELITE VTE partners?

TSANet is a vendor-neutral, not-for-profit organization and enables you to collaborate and jointly isolate mutual customer problems through a secure portal. TSANet membership is a requirement to ensure we have a real-time, secure process in place should a customer identify a product issue that certification didn't uncover.

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Veritas has set up a VTE Custom Group for PROFESSIONAL and ELITE partners. Membership fee is paid by Veritas. OPEN may join for a fee. Refer to the VTE Program Guide for specific sign-up instructions.
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Q20. What is VOX?
Veritas Online e**X**change, (VOX), is an online forum where you can submit product related issue online, participate in industry blogs, and ask support questions/issues via email. All VTE partners are eligible and encouraged to join the VOX community.

Product Training

Q21. Is Veritas product training available?
Veritas product training is available to [PROFESSIONAL and ELITE, which also includes sales training at no charge. In addition, instructor-led (ILT) is available to all partners at a discount of 20%. The list of courses is available on PartnerNet. Click on the TRAINING icon at the top of the PartnerNet Veritas Technology Ecosystem landing page for the complete list of courses.

Marketing

Q22. Are marketing assets available to VTE partners?
VTE partners are provided access to several marketing resources. PROFESSIONAL and ELITE have access to the Veritas Asset Library; PROFESSIONAL and ELITE also have access to Veritas GRID where partners can customize their own campaigns. VTE members' use of any marketing collateral or Veritas trademarks are subject to Veritas' branding guidelines. Click on the red 'Marketing' icon on the PartnerNet VTE landing page to access both Veritas Asset Library and Veritas GRID.

Q23. Is there a Veritas Partner Directory?
The Veritas Partners Directory is in development. When released in 2018, customers will be able to search by expertise, certification, and location. This Directory will be listed on www.veritas.com.

Q24. Does the VTE program have logos?
 All partners in the VTE program receive a license to use the Veritas Technology Ecosystem Partner logo. The logo is posted to PartnerNet for you to download and use at any time.
PROFESSIONAL and ELITE are awarded tier-specific logos. ELITE partners receive a product-specific logo upon completion of their certification. Use of any VTE program logos is subject to Veritas' branding guidelines.

Q25. What is a Veritas Certificate of Completion?
Upon completion of product certification, ELITE partners receive a frameable certificate-of-completion. There is no limit to the number of certifications that a partner may be awarded.

For all program questions, contact VTE@veritas.com

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