

Why to renew your Veeam support

With more than 183,000 customers worldwide, 70% of the Fortune 500 companies and 10.6 million VMs protected, Veeam is helping organizations make the most of their investments in virtualization. Browse our [Customer Success Stories](#) to learn how Veeam helps businesses like yours!

"We recently suffered a total failure of a storage array within our SAN. Rendering every server we had lost. We managed to recover all of our servers within 24 hrs with very little downtime and virtually no data loss. Veeam has paid for itself in one hit. We've had Veeam for approx 6 months and I could never envisage us needing to use it to this extent. Just wanted to say THANK YOU TO VEEAM!!!! It worked faultlessly and quickly in a complete disaster recovery scenario".

Thomas David,
Newport High School

"Our upgrade of Veeam Backup & Replication couldn't have been simpler and was completed in a matter of minutes! Veeam is setting a new standard for simplicity in upgrades and maintenance."

Andrew Green
IT Specialist
British Group

"Veeam Backup & Replication is a fantastic product you can trust. It makes sure that we, and our customers, are able to sleep without worries. It really 'just works'!"

Rik Bruins, CEO,
Art Of Automation B.V.

Thank you for being a Veeam® customer! Your continued support and feedback drives us to keep delivering innovative products and features that help you achieve Availability for the Always-On Enterprise™ and manage your VMware vSphere and Microsoft Hyper-V environments.

Top 4 reasons to stay current on support

Renewing your support contract is the easiest way to take full advantage of Veeam's innovations and be sure that your virtual infrastructure is securely protected.

With active support, you can take full advantage of:

- New major releases, new features and minor product updates for FREE
- License management and merges
- Experienced Veeam technical support
- Compatibility releases for VMware vSphere and Microsoft Hyper-V

Get all the cool new features and code updates

Veeam is constantly improving its technology and driving new features into products. We don't want you to miss one bit of it! Active maintenance gives you FREE access to all the newest features for your product edition, without paying extra for the new major version. Check out the [timeline](#) at the end of this document to see our innovations!

Active maintenance also ensures that you can plan upgrades to the most current version for the hypervisor of your choice, and that Veeam will provide timely support for it. Do you have the most current version of your Veeam product? Check it [here](#).

License management

The [License Management Portal](#) is an online tool that allows all customers with active support to:

- Download available production keys and new versions
- **Merge new licenses with existing ones**
- Request a quote for an **edition upgrade**
- Change the license administrator or swap the hypervisor by opening a licensing [support case](#)

Visit the [Licensing FAQ portal](#) to get more information.

HOW DO I RENEW?



Fill out this
request form

OR



Contact your preferred Veeam
reseller to request a quote

"While Veeam's software is very good, the key to our successful migration has been the very high level of support available. Everything from knowledgeable, English speaking, and prompt technical phone support to excellent advice on the forums sets Veeam apart from the most software vendors. I cannot over emphasize this enough".

**Rich Hanning, GISP,
GIS Division Manager,
Greenville County Government**

The high availability of the software and the response from Veeam's support staff make the product a sure bet when implementing as part of a reliable data security policy. Don't risk your data.

**Patrick McCarthy
IS Manager
Jim Vassallo Vibro Blocks LTD**



See more awards [here](#)

Multi-language phone and web support that cares

Veeam support is stellar! In many cases, support issues come from the virtual environment setup itself, not from the actual Veeam product, and Veeam covers you on all fronts. Here are some of the reasons why Veeam won Windows IT Pro magazine's 2013 Community Choice Silver Award for Best Vendor in the Tech Support category:

- Our support team always has technicians available to help
- A high percentage of our engineers are now VMware-certified, with the majority VCA-DCV-certified, and we have several VCP-certified engineers on staff and more in the works all the time
- We survey our customers, and we review every piece of feedback in detail – if necessary, respondents receive a call back – and use survey information to improve our services
- Our customers have direct access to the Veeam Support management team when additional assistance is required

Customers can choose the support level that's right for them:

Support Level	Hours	Product Updates	Product Upgrades	Technical Support
Production	24x7x365	Yes	Yes	Yes
Basic	Monday – Friday 8 a.m. - 8 p.m. (in each customer's local time zone)	Yes	Yes	Yes

How are support costs determined?

One year of active basic support (maintenance) is included in an initial license purchase.

The basic Veeam annual maintenance renewal cost is 20% of the full regional MSRP price for new licenses at the time of renewal for each product purchased under perpetual licensing.

You can also lock in current pricing and stretch your budget with a multi-year discount*:

- 5% discount for a 2-year, prepaid renewal
- 10% discount for a 3-year, prepaid renewal

* 5% and 10% discounts are valid for the basic support level and are already included in the MSRP price. Discounts for the production support level may vary. Please check with your preferred Veeam reseller.

What happens if you don't renew your support contract?

If you don't renew, you miss all the benefits of an [active support contract](#). Renewing in time helps you avoid a reinstatement fee of 25% and the expense of covering the backdated support period. Reinstatement fees apply 3 months after the support expiration date.

Please note that Veeam maintenance contracts are always renewed from the support expiration date.

Get tips from the best experts and customers in the business

Veeam provides the resources to help you get the most out of your virtual environment. Whether you just need some help getting started or you need higher-level assistance, we can help! Success is at your fingertips when you combine Veeam's innovative, easy-to-use solutions with expert resources such as [product demonstrations](#), [webinars](#), [white papers](#) and active user [forums](#).

For any renewal related questions, please contact the team by emailing renewals@veeam.com

HOW DO I RENEW?



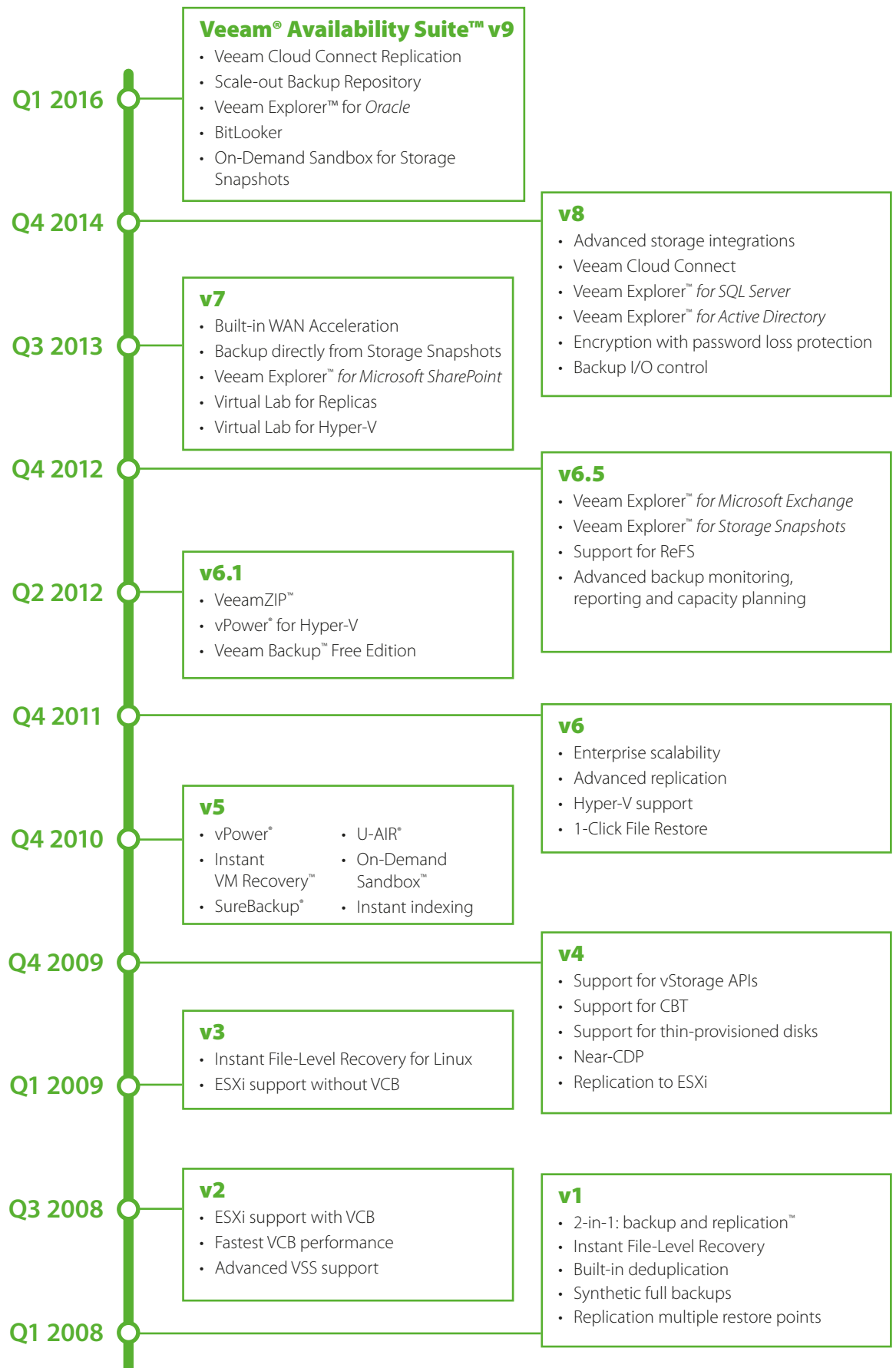
Fill out this request form

OR



Contact your preferred Veeam reseller to request a quote

Eight years of innovation from Backup to Availability



Explore a detailed Veeam products timeline [here](#)

For any renewal related questions,
please contact the team by emailing
renewals@veeam.com

HOW DO I RENEW?



Fill out this
request form

OR



Contact your preferred Veeam
reseller to request a quote