



Photo Courtesy of U.S. Army - Spc. Michael Adams

# Army - Unlimited Symantec Enterprise Agreement

## What is it?

On April 1st 2011 the US Army PM-CHESS exercised option year 2 with Carahsoft for the Symantec Army-Wide ELA. This ELA provides for unlimited downloads of products below.

## How long is the term?

The Agreement is for 1 base year and 2 one year options. Currently in year 3.

## Who can use it?

This agreement is available for use by U.S. Army, Army Contractors, Army Civilians, Army Reserve, and the Army National Guard.

Global Business Critical support for the following products covered under the Agreement.

- Backup Exec
- Backup Exec System Recovery
- Enterprise Vault
- NetBackup
- PureDisk
- Storage Foundation
- VERITAS Cluster Server
- VERITAS Volume Replicator

## Additional benefits include the following:

- Global Business Critical Support (24/7)
- (3) Full time consultants
- 310 student training days per year

## Key Contacts:

Carahsoft	Mark Boucher	703.871.8589	<a href="mailto:mark.boucher@carahsoft.com">mark.boucher@carahsoft.com</a>
	Aaron Marshall	703.230.7428	<a href="mailto:aaron.marshall@carahsoft.com">aaron.marshall@carahsoft.com</a>
Sales Team	Brian Booker	703.655.4364	<a href="mailto:brian_booker@symantec.com">brian_booker@symantec.com</a>
	Gary Kron	703.981.9397	<a href="mailto:gary_kron@symantec.com">gary_kron@symantec.com</a>
	Mike McElroy	703.628.7213	<a href="mailto:mike_mcelroy@symantec.com">mike_mcelroy@symantec.com</a>
SE Team	Alex Cruz	407.357.5153	<a href="mailto:alex_cruz@symantec.com">alex_cruz@symantec.com</a>
	Jake Christensen	801.641.3496	<a href="mailto:jchristensen@symantec.com">jchristensen@symantec.com</a>
Training	Chris Rusaw	315.436.8727	<a href="mailto:chris_rusaw@symantec.com">chris_rusaw@symantec.com</a>
	Audra Hutchison	703.545.1625	<a href="mailto:audra.a.hutchison.ctr@mail.mil">audra.a.hutchison.ctr@mail.mil</a>
Portal/Licensing Questions	Chris Greig	541.335.5759	<a href="mailto:cgreig@symantec.com">cgreig@symantec.com</a>
	Allan Patoine	541.335.5140	<a href="mailto:allan_patoine@symantec.com">allan_patoine@symantec.com</a>
Support/BCS	Jasmine Torres	404.539.3228	<a href="mailto:Jasmine_torres@symantec.com">Jasmine_torres@symantec.com</a>

## How to get Support?

Call (800) 797-8411 or (407) 357-4911 and enter Support Identifier 6682-9249-3111

## Server Management Suite Support

Call (800) 342-0652 or (407) 357-4911 and enter Support Identifier 5682-6425-8935