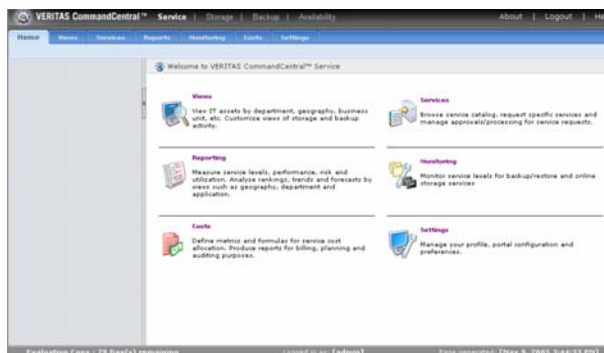


VERITAS™ CommandCentral Service 4.2

COMMANDCENTRAL SERVICE - IT SERVICE DELIVERY PORTAL

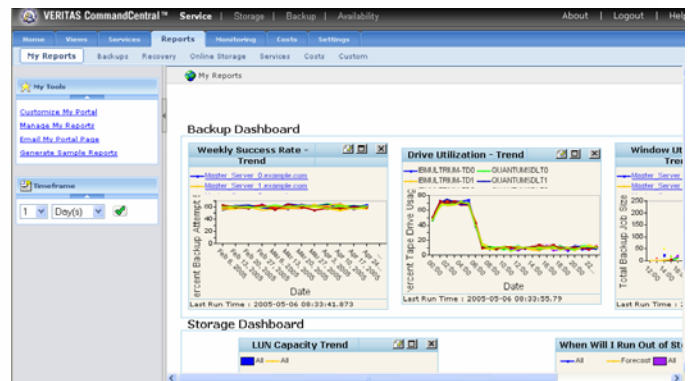
In today's heterogeneous, disparate and complex IT environments, users require tools that centralize management of the infrastructure and provide holistic visibility of the enterprise. IT Organizations require a method to efficiently access and compile critical data regarding the IT infrastructure used to deliver and support business operations. In many IT organizations, this requires accessing several systems and then manually compiling the data into consumable pieces for analysis. Another issue is relating IT operations and infrastructure costs to the lines of business, applications or geographies that consume them. IT organizations also require standardized operational processes, that are measurable and auditable to save time and money.

CommandCentral Service 4.2 is a centralized, web based portal that empowers IT organizations to manage and monitor their storage, backup/recovery and CPU usage across the enterprise. Each organizational user of CommandCentral Service is assigned specific access roles and responsibilities that allow the appropriate level of management across the enterprise, to insure security and accountability. The information collected by CommandCentral Service may then be parsed for accurate reporting and chargeback. CommandCentral Service also provides monitoring of the storage and backup environments and a process automation engine that can be configured to provide standardized, repeatable services that are tracked and audited.



Reduce costs of IT delivery across the enterprise

VERITAS CommandCentral Service 4.2 software permits visibility of the storage, backup/recovery and server infrastructure, allowing IT organizations to understand which components of their environment are under or over utilized. Through CommandCentral Service, the IT organization has the ability to reallocate their data and become more efficient in managing their hardware and human resources, resulting in lower costs across the enterprise. This visibility also allows IT management to understand the potential of delaying capital expenditures as a result of increased utilization on existing resources.

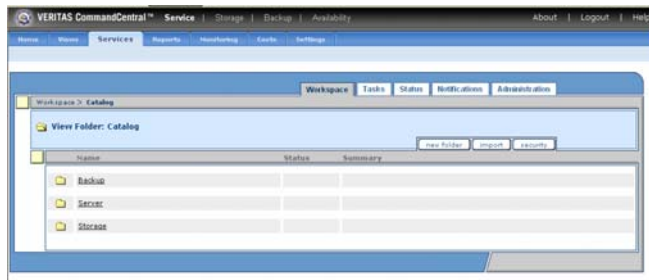


Business-level reporting

VERITAS CommandCentral Service 4.2 software presents business-level metrics for services throughout the organization. Business and IT users can measure service levels, performance, and resource utilization by department, geography, application or by any other customized view they desire. Users can analyze month to month, quarter to quarter or year-over-year performance and correlate trends between cost and resource utilization metrics. Policy based management ensures that service levels are met by alerting IT organizations to any issues arising before they become critical. For example, if a server has not been backed up for over a specified period of time, IT will be notified proactively, so that the necessary adjustments in the environment may be employed.

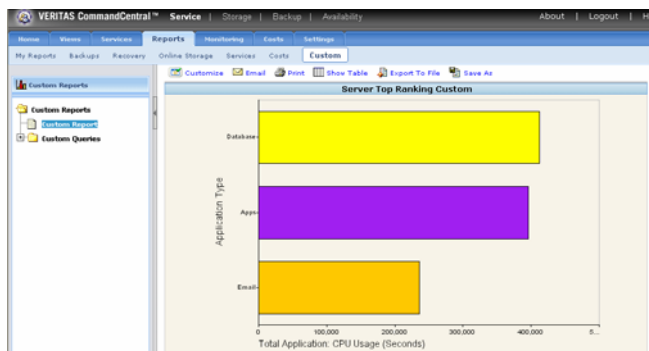
Processes, policies and service levels defined

VERITAS CommandCentral Service 4.2 software allows IT organizations to define service offerings, (data protection, storage management etc.) processes, best practices and workflows for consistently delivering IT services to business units. These service offerings and definitions are published into the CommandCentral Service portal, so that application managers or IT end users may request services based on well defined policies and procedures.



Cost allocation and chargeback

CommandCentral Service 4.2 software enables IT organizations to create and define their own cost structures, based on the underlying technology employed within their enterprise. These costs may be defined and published in the portal for IT end users that request storage, backup/recovery and application services. After the services are provisioned and delivered, the portal will automatically invoice the end user based on the policies defined by the IT organization.

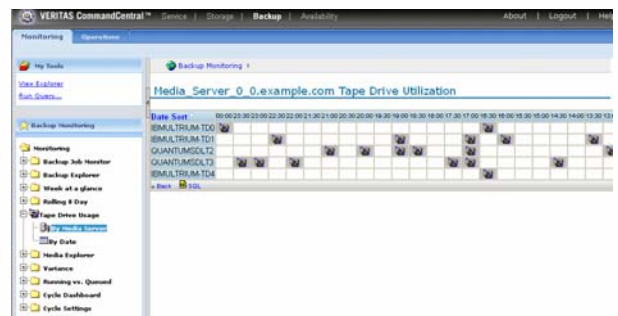


Investment Protection

CommandCentral Service 4.2 software leverages existing hardware and software investments of heterogeneous resources avoiding the necessity to rip and replace thereby minimizing total cost of ownership, enabling rapid deployment for faster time to ROI. Through the CommandCentral Service 4.2 unified database, data can be pushed or pulled from existing applications, delivering information to end users in the format they desire.

Operations management

VERITAS CommandCentral Service 4.2 software centralizes and consolidates operational information such as backup success/failure, media server usage and allocation, drive usage, total storage capacity, and server CPU utilization statistics. The product also provides change management capabilities and a knowledge repository. These capabilities enable IT to operate more efficiently with improved service levels.



Integrated enterprise view

VERITAS CommandCentral Service 4.2 software centralizes and consolidates delivery, chargeback and reporting for storage and backup services across the entire enterprise. VERITAS CommandCentral Service software works with your environment today.

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