



BROCADE GLOBAL SERVICES

Helping Organizations
Deploy and Manage Optimized
Networking Infrastructures

BROCADE



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BROCADE GLOBAL SERVICES OVERVIEW

As an industry leader in networking products and services, Brocade products enable today's complex, data-intensive businesses to achieve nonstop networking, application optimization, and investment protection. With more than 15 years of experience and trusted leadership in networking infrastructure solutions, Brocade® Global Services helps organizations reduce the cost and complexity of their IT environments, gain operational efficiencies, enable cost-effective growth, and reduce business risk.

Organizations look to Brocade Global Services to help them design and deploy solutions for their unique environments. Brocade combines technology and multivendor expertise with a complete range of services to meet critical business requirements across a wide variety of infrastructures, including Storage Area Network (SAN), IP network, and virtualized data center environments. With consultants and technical support engineers in over 50 countries, Brocade Global Services is available worldwide, helping to keep organizations running smoothly and efficiently around the clock.

Brocade Global Services offers a broad portfolio of end-to-end services comprising:

- **Professional Services:** Brocade Professional Services offers best-practice design, implementation, and management expertise to optimize operational efficiency within the data center.
- **Technical Support:** Brocade Technical Support offers personalized, preferential, and proactive support to help organizations maximize network availability and performance.

Through these services, Brocade Global Services helps organizations transform their networks for greater performance, resiliency, and business agility.



PROFESSIONAL SERVICES



NETWORKING THE DATA CENTER

Optimizing SAN Infrastructures

The Brocade SAN Infrastructure architecture is an end-to-end solution that combines hardware, software, professional services, and technical support to help data center stakeholders control cost and complexity while meeting compliance requirements.

Consolidation, centralization, and enhanced security are fundamental by-products of the Brocade approach. Brocade Professional Services leverages deep expertise to assist with migration and reduce downtime, helping to meet challenging timelines so organizations can focus on day-to-day business activities and realize an immediate return on investment.

Brocade Professional Services is actively expanding the scope of its SAN Infrastructure Services to include both core and remote sites.

“Brocade can eliminate the headaches not only of sizable data migrations, but of all of our data center needs. This capability is one more way that Fuji TV benefits from our long and successful association with Brocade.”

—Systems Planning Section, Fuji TV

PROFESSIONAL SERVICES (CONT.)

SAN Infrastructure Assessment: The SAN Infrastructure Assessment helps organizations understand the effectiveness of their SAN environments. Brocade experts will gather key business and technical requirements, document the current environment, and help define an evolution strategy. Brocade will assess the fabric design, growth potential, risks, and gaps of the current environment. Based on these findings, Brocade will present a list of recommendations, a detailed assessment report, an up-to-date health report, and documentation of operational processes.

SAN Infrastructure HealthCheck: This service helps organizations analyze the health of their SAN environments. Brocade will identify items including logical and physical topology, device inventory, zoning, bandwidth utilization, and monitoring capabilities. Upon completion, Brocade will present a detailed report of the results and recommendations.

SAN Infrastructure Design: These services are focused on creating strategic, best-in-class SAN environments. Brocade Professional Services provides several design options based on business and technical requirements, the ability to introduce the latest products, and the desire to leverage existing SAN assets. Brocade will provide design options for leveraging the existing SAN infrastructure, including a partial or significant technology refresh.

“We turned to Brocade to leverage the company’s proven expertise in order to protect our patient records without adding any significant overhead to our IT staff.”

—University of California, San Francisco, Medical Center

SAN Infrastructure Migration: Brocade can help organizations consolidate or move environments by planning, executing, and managing interoperability between fabrics. As part of these services, Brocade will assess the source environment, develop a migration plan for moving devices, migrate the devices, and validate the functionality of the new environment.

SAN Infrastructure Implementation and Management: SAN Infrastructure and Management Services help organizations implement, connect, and manage their environments in the most effective manner. These services are designed to minimize the time, cost, and risk of deployment and management, while providing ongoing monitoring to continuously optimize network performance.

Brocade DCX® Backbone, Director, and Switch Implementation: This service is designed for organizations that need assistance installing Brocade data center backbones, directors, and switches into new or existing Brocade Fabric OS® (Brocade FOS) fabrics.

PROFESSIONAL SERVICES (CONT.)

Encryption Services and Extension Services

Brocade encryption and extension services can help organizations protect valuable information stored on the SAN, by providing flexible security options to preserve data integrity throughout the enterprise.

Encryption Services: Encryption Services help organizations implement their management, encryption, and security solutions to meet compliance and regulatory requirements for encryption of data-at-rest.

Extension Services: Brocade will assess the network and application environment against requirements and resources. Brocade will implement configuration for connections between SAN fabrics. These services are designed to connect mainframe or open systems with SAN environments through the Fibre Connection (FICON) and Fibre Channel (FC) protocols.

For more SAN infrastructure resources, visit www.brocade.com/san-services.

“By turning to Brocade expertise and services, the Department of Defense is taking a strategic approach to accomplishing its storage goals, which will yield substantial cost savings.”

—reVision, Inc.



PROFESSIONAL SERVICES (CONT.)

IMPROVING IP NETWORKS

Optimizing IP Networking Infrastructures

With the growth of network-based business and increased IP traffic, organizations are seeking to improve efficiencies and gain more from their networking infrastructures. Brocade IP Network Infrastructure Services helps organizations build and optimize intelligent networks that effectively utilize available bandwidth capacity, manage data traffic flows, and provide network security.

IP Network Assessment: This assessment is designed to help organizations evaluate the performance, availability, security, and manageability of their networks. Brocade experts will review the architecture and design of the organization's environment, and assess compliance, best practices, and considerations for future enhancements.

IP Network HealthCheck: This service helps organizations identify potential problem areas in their networks. Brocade experts will conduct capacity and performance tests to evaluate the health of the networking infrastructure. Upon completion, Brocade will present a detailed report of the results and recommendations.

IP Network Design: These services provide several design options, depending on whether a partial or complete technology refresh is required. Based on the design, Brocade experts will present an implementation guide specific to the organization's environment.

IP Network Migration: These services help organizations with a safe and efficient migration from their existing networks to Brocade networking solutions. Brocade will work with organizations to ensure that their migration prerequisites have been met according to a detailed project schedule.

IP Network Implementation: Depending on an organization's needs, these services might include both the installation and implementation of Brocade network devices. The implementation service assists organizations in configuring and integrating new Brocade devices. A thorough post-implementation validation is also performed, helping to seamlessly transition network management to the organization's IT staff.

For more IP networking resources, visit www.brocade.com/ip-services.

VIRTUALIZED DATA CENTER SERVICES

Creating Cloud-Optimized Networks

Brocade Virtualized Data Center Services are designed to help organizations build cloud-optimized networking architectures that significantly reduce costs and increase operational flexibility.

Virtualized Data Center Assessment: This assessment helps organizations identify gaps between their current and desired end state, and map out a strategy for achieving a cloud-optimized networking architecture. Brocade experts will assess the current environment, provide recommendations in a detailed assessment report, and discuss best practices.

Virtualized Data Center Design: Brocade experts will design a virtualized data center solution to help organizations meet their specific business and technology requirements.

Virtualized Data Center Implementation: Brocade experts will implement, configure, and validate Brocade data center virtualization solutions in an organization's environment based on best practices. Brocade experts will thoroughly document the environment and provide knowledge transfer.

For more data center virtualization resources, visit www.brocade.com/vdcs-services.





TECHNICAL SUPPORT

Today's business and economic environment is driving new challenges for organizations, placing increased pressure on IT organizations to manage a growing and increasingly complex environment. Many of these organizations rely on Brocade Technical Support to help ensure that their network infrastructures are running smoothly in order to avoid business disruption and minimize risk.

Brocade Technical Support has more than 15 years of networking expertise in mission-critical environments, a worldwide support infrastructure with seven technical assistance centers, 170 parts depots in over 40 countries, and a broad partner ecosystem, enabling organizations to focus on their core businesses rather than their networks.

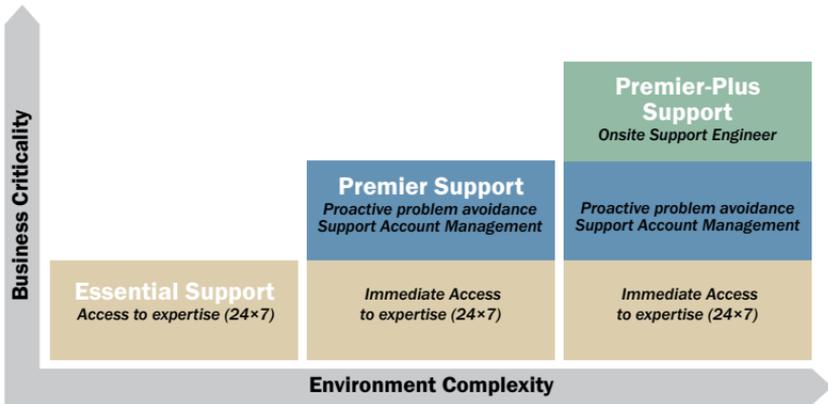
TECHNICAL SUPPORT FOR ALL BROCADE SAN AND IP NETWORKING PRODUCTS

Brocade knows that customers have different support needs for maintaining complex networked storage and Ethernet-based networking environments. Brocade Global Services supports these data center fabrics and network infrastructures with flexible, multitiered support plans to meet customers' specific needs. All three tiers—Essential, Premier and Premier-Plus—are available under two support plan offerings:

“Adding a Support Account Manager (SAM) was the best thing we’ve ever done for our IT environment.”

***—Hardware Engineer,
Large Financial Services Company***

Brocade Direct Support and Brocade Supplemental Support Offering



Brocade Direct Support (BDS): Provides a flexible and cost-effective approach to ongoing maintenance with a single support contact for all Brocade hardware and software solutions, and direct access to Brocade support resources.

Brocade Supplemental Support: Augments existing support contracts organizations have with Brocade OEM Partners or Brocade solution providers.

TECHNICAL SUPPORT (CONT.)





Brocade Direct Support

Brocade Direct Support enables direct access to technical support expertise, accelerating problem resolution while reducing overall support costs. Brocade Direct Support includes three support tiers with various hardware and software Service-Level Agreement (SLA) options, providing flexibility, choice, and resiliency to meet each organization's unique support requirements:

- **Essential Support:** To quickly and efficiently respond to problems, Essential Support provides 24×7 access to Brocade technical expertise, the MySupport online portal, ongoing software updates, and various hardware and software SLA options. SLA options include 4-Hour response, Next-Business-Day response, Return to Factory, and Remote Support.*
- **Premier Support:** To enable nonstop networking and simplify support management, Premier Support includes:
 - Support Account Manager (SAM)
 - Proactive monitoring and fault management
 - Priority access to Brocade Technical Support
 - Accelerated escalation management
 - Premier account profile
 - Quarterly support reviews
 - Annual Brocade SAN Health and Brocade NET Health checks

**For Remote Support, Limited Lifetime Warranty products only.*

TECHNICAL SUPPORT (CONT.)

- **Premier-Plus Support:** Provides a Brocade Onsite Support Engineer (OSE) who performs proactive support and manages change activities, optimizing Brocade network performance and maximizing application availability.

Brocade Supplemental Support

Brocade Supplemental Support augments existing support contracts that organizations have with Brocade OEM Partners. It provides direct access to Brocade Technical Support resources on a 24×7 basis once a service request is opened with the OEM Partner. Brocade Supplemental Support also provides fast access to software fixes and upgrades, helping organizations avoid problems while benefiting from new features and enhancements. Brocade Supplemental Support also provides three support tiers:

- **Essential Support:** Includes direct call access to Brocade Technical Support, the MySupport online portal, patches and ongoing software updates, quarterly support reviews, and management of call activity.
- **Premier Support:** Premier Support offers accelerated problem resolution and includes:
 - Support Account Manager (SAM)
 - Proactive monitoring and fault management
 - Priority access to Brocade Technical Support
 - Accelerated escalation management
 - Premier account profile
 - Annual Brocade SAN Health and Brocade NET Health checks
- **Premier-Plus Support:** Provides a Brocade Onsite Support Engineer (OSE) who performs proactive support and manages change activities, optimizing Brocade network performance and maximizing application availability.

“My SAM couldn't be more critical to my environment. I love having a single point of contact for all issues.”

—Storage Manager, Large Online Marketplace

NETWORK MONITORING SERVICE

Brocade Network Monitoring Service (NMS)—a remote monitoring, alerting, and reporting service for SAN and IP networking infrastructures—helps organizations maximize network and application uptime, optimize efficiency, and meet SLAs.

With 24×7 expert monitoring and proactive alerting on mission-critical networks, Brocade NMS provides a second pair of eyes inside the data center to ensure the fastest and most effective response to potential problems and events. It provides around-the-clock monitoring coverage, enabling IT organizations to support a growing infrastructure with reduced staff, or even unmanned “dark” sites.

Brocade NMS also provides a wide variety of real-time and historical health and performance statistics needed to analyze trends, optimize resources, plan for future capacity, verify architectural changes, and identify problems faster. Through automated data collection, analysis, and flexible reporting, Brocade NMS saves valuable time while delivering the business intelligence required for proactive infrastructure management.

For more Brocade Technical Support resources, visit www.brocade.com/technical-support.

Brocade offers a variety of highly skilled resources throughout the technology lifecycle to assess, design, implement, and manage networking infrastructures. These onsite experts—Brocade Resident Consultants, Brocade Support Account Managers, and Brocade Onsite Support Engineers—help organizations get the most out of their environments to achieve nonstop networking, application optimization, and investment protection.





RESIDENT SERVICES (CONT.)

BROCADE RESIDENT CONSULTANT

Brocade Resident Consultants (BRCs) are onsite resources assigned to help organizations optimize their network infrastructures to achieve key business objectives. A BRC operates as a member of an organization's team, providing assessment, design, implementation, and management services to optimize network infrastructures for nonstop operations, ease of management, and resiliency. BRCs coordinate project activity for SAN, IP networking, and virtualized data center environments. In addition, BRCs perform and/or coordinate architectural reviews of an organization's networking infrastructure to ensure that best practices and processes are in place and working effectively.

BROCADE SUPPORT ACCOUNT MANAGER

Brocade Support Account Managers (SAMs) are the focal point for all support escalations and critical situation management activities, providing vital proactive communication and coordination to accelerate problem resolution. SAMs create and maintain a Premier account profile, detailing an organization's network topology and configuration to accelerate

troubleshooting. Through quarterly support reviews and ongoing best-practice analysis and recommendations, SAMs leverage deep expertise as well as knowledge about specific implementations to help organizations optimize their Brocade networks. A SAM is a standard feature of Premier Support for both Brocade Direct Support and Brocade Supplemental Support agreements.

BROCADE ONSITE SUPPORT ENGINEER

Brocade Onsite Support Engineers (OSEs) are senior technical professionals who provide onsite technical expertise and hands-on support to optimize Brocade products and maximize network availability. As focused support contacts for all Brocade solutions, OSEs facilitate communication and provide proactive coordination of problem escalation and change activities, accelerating problem resolution and improving operational efficiency. They also perform activities such as optimizing Brocade products, planning for change management, and assisting with software upgrades. An OSE is a standard feature of Premier-Plus Support for both Brocade Direct Support and Brocade Supplemental Support agreements.

ADDITIONAL TOOLS AND RESOURCES

MYSUPPORT

MySupport, a customizable online portal within MyBrocade™, provides access to a range of tools and Brocade Technical Support resources. MySupport is available to customers with a Brocade Technical Support agreement. It provides access to a Case and Asset Management tool that organizations can use to open, update, and track their service requests in real time. MySupport also offers access to a knowledge base with solutions to technical issues, product documentation, and software downloads for firmware upgrades and new releases.

To learn more about MyBrocade, visit www.brocade.com/mybrocade. To register as a member of MyBrocade, visit my.brocade.com.

BROCADE SAN HEALTH AND BROCADE NET HEALTH

To help organizations measure the health and performance of their SAN and IP networking environments, Brocade offers easy-to-use SAN and IP networking analysis utilities. Brocade SAN Health and Brocade NET Health utilities inventory devices, switches, firmware versions, SAN fabrics, and IP networks. They also capture historical performance data and automatically generate detailed reports and Visio diagrams.

To learn more, visit:
www.brocade.com/sanhealth
www.brocade.com/nethealth

EDUCATION AND CERTIFICATION

Brocade Global Education Services provides a wide variety of courses to help organizations gain in-depth knowledge of Brocade products, optimize their Brocade-based IT infrastructures, and solve critical business challenges using Brocade technology. In addition to instructor-led, in-class offerings, students can participate in virtual classroom sessions conducted in real time by Brocade Certified Instructors. Or, they can choose a self-paced Web offering that can be completed when time allows.

Brocade Certification and Accreditation Programs are ranked among the top in the industry. These programs, ranging from novice to expert levels, help IT professionals expand their expertise in implementing industry-leading technology for real-world projects such as server, storage, and network consolidation and network management.

For more information on Brocade technical training and certification programs, visit www.brocade.com/education.



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