

BROCADE PREMIER AND PREMIER-PLUS SUPPORT

SERVICE PROVIDER

Personalized, Preferential, Proactive Support to Maximize the Network's Value

HIGHLIGHTS

- Provides personalized, preferential, and proactive support to help service providers differentiate their offerings and achieve maximum network availability and uptime
- Maximizes efficiency and availability of networking infrastructures by proactively identifying potential issues
- Provides priority access to a dedicated Brocade Service Provider Technical Assistance Center, reducing time to resolution
- Accelerates communication, issue escalation, and problem resolution with a single point of contact into Brocade Technical Support
- Enables service providers to gain a better understanding of their IT environments through quarterly support reviews
- Augments IT staff knowledge with onsite Brocade product expertise

The Brocade One™ strategy helps organizations transition smoothly to a world where information and applications reside anywhere. Brocade Premier and Premier-Plus Support build on this strategy by helping to maximize the efficiency, availability, and performance of service provider networks.

Brocade understands that service providers require a special level of technical support to meet their demanding and competitive business requirements. Increased application traffic is placing greater demand on service providers' networks, putting them at risk for availability and performance issues that can compromise the customer experience. Service providers require 100 percent network uptime, fast problem resolution, and immediate access to advanced levels of technical expertise. Brocade has taken these requirements seriously, investing and designing the Brocade® Technical Support infrastructure and processes to meet the unique needs of service providers. Brocade Premier and Premier-Plus Support provide the personalized, preferential, and proactive support required to help service providers deliver the best quality of service to customers, enabling competitive advantage and growth opportunities.

A PERSONALIZED SUPPORT EXPERIENCE

Premier and Premier-Plus Support are designed to provide a higher level of support for service providers' large, complex network environments. At the same time, these support options help service providers realize the full potential of their networks through advanced features, including:

- Support Account Manager
- Premier account profile
- MySupport online portal
- Onsite Support Engineer
- Choice of hardware Service Level Agreements (SLAs)

Support Account Manager

Premier and Premier-Plus Support include a Brocade Support Account Manager (SAM) who acts as a single point of contact into Brocade Technical Support. The Brocade SAM monitors support activities, streamlining the delivery of Brocade Technical Support to

BROCADE

accelerate problem resolution. Within the first few days of contract activation, the Brocade SAM will meet with the service provider to review Brocade Technical Support processes, share contact information, determine the service provider's communication and reporting requirements, and establish a regular meeting schedule to review the status of support activities.

Thereafter, the Brocade SAM is the focal point for coordination of all support activities, including:

- Problem escalation and critical situation management
- Proactive support reviews and health checks
- Upcoming product implementations and change activities
- Software release and upgrade planning
- Coordination of firmware upgrades

Premier Account Profile

As an extended member of the service provider team, the Brocade SAM will create a Premier account profile, detailing pertinent information about a service provider's environment. When a service request is opened by phone, e-mail, or online using MySupport, the Brocade Technical Support Engineer addressing the problem can access this profile to gain full insight into the service provider's Brocade environment and expedite problem resolution. The Premier account profile facilitates faster time to resolution by including details such as:

- Customer contact information
- Secure remote access instructions
- Network diagrams
- Device list, software version, and configuration files
- Quarterly support reviews and annual health check reports

MySupport Online Portal

Service providers with a valid Brocade Technical Support agreement have access to MySupport, an online portal for 24x7 technical support. A customizable module within MyBrocade™, MySupport gives service providers access to a Case and Asset Management tool to open, update, and track service requests in real time. Through MySupport, service providers can also access a knowledge base for solutions to technical issues, product documentation, and software downloads for firmware upgrades and new releases.

Onsite Support Engineer

In today's competitive business climate, service providers with growing and complex networking infrastructures often find it difficult to meet the needs of the business while performing daily support and management activities. However, adding headcount is not always an option. To address this issue, Premier-Plus Support includes a Brocade Onsite Support Engineer (OSE) in addition to the features in a Premier Support agreement. Brocade OSEs work side by side with a service provider's IT staff, providing onsite technical expertise to keep Brocade networking environments running smoothly.

Brocade OSEs are senior technical professionals who have in-depth expertise in Brocade hardware and software products, and provide half- or full-time onsite support. As focused onsite support contacts for all Brocade solutions, Brocade OSEs facilitate communication and provide proactive coordination of diagnostic data collection, problem escalation, and change activities—accelerating resolution and improving operational efficiency. These engineers have access to a vast Brocade knowledge base and leverage strategic Brocade partnerships to quickly troubleshoot and resolve issues in multivendor environments.

Service Level Options

No two service providers or networks are identical. To meet the specific needs of a given service provider's network and business requirements, Premier and Premier-Plus Support offer several SLA options, providing customers increased flexibility and choice:

- 2-Hour, 4-Hour, Next-Business-Day Onsite
- 2-Hour, 4-Hour, Next-Business-Day Parts
- Return to Factory
- Remote Support
- Software Technical Support (24x7)

Onsite Support

Available in most major metropolitan areas worldwide, 2-Hour, 4-Hour, and Next-Business-Day Onsite support provide 24x7 telephone support and electronic access to software updates, plus remote support and two-hour, four-hour, or next-business-day response for onsite parts and labor. (As available. Contact Brocade for more information.)

Parts Support

Available in most major metropolitan areas worldwide, 2-Hour, 4-Hour, and Next-Business-Day Parts support provide 24x7 telephone support and electronic access to software updates, plus two-hour, four-hour, or next-business-day advanced hardware replacement response on parts delivery. (As available. Contact Brocade for more information.)

Return to Factory

Available worldwide, Return to Factory support provides 24x7 telephone support and electronic access to software updates, plus no-charge return-to-factory hardware repair. The repaired or replacement unit is shipped within five business days after the day the failed unit is received.

Remote Support

Available on certain products, Remote Support provides 24x7 telephone support and electronic access to software updates. Any required hardware repairs would be performed under warranty or on a time-and-material basis.

Software Technical Support (24x7)

Available on software applications, Software Technical Support provides 24x7 telephone support and electronic access to software updates.

PRIORITY ACCESS TO BROCADE TECHNICAL SUPPORT

Service providers require maximum network uptime to meet their business requirements. To address the business challenges facing service providers, Premier and Premier-Plus Support provide priority access to a dedicated Brocade Technical Assistance Center and accelerated escalation management.

Priority Access

Service providers possess a tremendous amount of in-house knowledge and, as a result, require immediate access to advanced levels of support when they submit a service request. With priority access to Brocade Technical Support, service providers can bypass the general support queue and move to the front of the line in the dedicated Service Provider Technical Assistance Center for more immediate problem resolution. The dedicated Service Provider Technical Assistance Center is staffed by senior

Brocade Technical Support Engineers with in-depth knowledge of service provider environments and business models.

Accelerated Escalation Management

The Brocade Technical Support escalation policy offers rapid response and more frequent communication updates for service providers with Premier and Premier-Plus Support. Severity 1 and Severity 2 issues receive management attention faster and at a higher level within Brocade for faster problem resolution.

Moreover, the Brocade SAM acts as the service provider's advocate within Brocade and serves as a single point of contact for all Brocade hardware and software escalations and critical situation management. The Brocade SAM streamlines support while working on the service provider's behalf for timely issue escalation and problem resolution.

PROACTIVE PROBLEM IDENTIFICATION AND FASTER TIME TO RESOLUTION

Brocade recognizes that network downtime can be costly, and considered this when designing Premier and Premier-Plus Support. These support options proactively address issues before a service provider's network is impacted by providing:

- Proactive monitoring and fault management
- Quarterly support reviews
- Annual Brocade SAN Health® and Brocade NET Health™ checks

Proactive Monitoring and Fault Management

Brocade helps service providers maximize network availability and efficiency by providing proactive monitoring and fault management. Utilizing a highly secure and flexible Virtual Private Network (VPN) infrastructure, Brocade Technical Support Engineers can monitor service providers' Brocade network devices, proactively identify and respond to potential problems, and open service requests on their behalf.

Proactive monitoring is provided for all network devices included in a Premier or Premier-Plus Support agreement. It allows Brocade Technical Support Engineers to anticipate potential problems and help service providers avoid issues that could lead to network downtime. If a problem is identified, tight integration with Brocade Technical Support expedites the creation of service requests and reduces time to resolution.

Fault management further minimizes downtime by enabling Brocade Technical Support Engineers to proactively respond to problems or faults within service providers' network devices. Together, proactive monitoring and fault management can reduce network downtime by as much as one hour per event.

Table 1. Summary of Brocade Premier and Premier-Plus Support service level options.

Available Service Options	2-Hour Onsite	2-Hour Parts	4-Hour Onsite	4-Hour Parts	Next-Business-Day Onsite	Next-Business-Day Parts	Return to Factory	Remote Support	Software Technical Support 24x7
Telephone Support	24x7 access	24x7 access	24x7 access	24x7 access	24x7 access	24x7 access	24x7 access	24x7 access	24x7 access
Online Support and Trouble Ticketing	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Secure Remote Access	Included	Included	Included	Included	Included	Included	Included	Included	Included
Software Releases	Bug fixes and maintenance updates	Bug fixes and maintenance updates	Bug fixes and maintenance updates	Bug fixes and maintenance updates	Bug fixes and maintenance updates	Bug fixes and maintenance updates	Bug fixes and maintenance updates	Bug fixes and maintenance updates	Bug fixes and maintenance updates
Hardware Replacement/Repair	2-hour onsite hardware replacement	2-hour advanced hardware replacement	4-hour onsite hardware replacement	4-hour advanced hardware replacement	Next-business-day onsite hardware replacement	Next-business-day advanced hardware replacement	Repaired hardware shipped within 5 business days	None	None

Quarterly Support Reviews

Brocade SAMs conduct quarterly support reviews to communicate the overall support status of Brocade networking infrastructures and to discuss ways to improve uptime and operational efficiency. These reviews include:

- Metrics on the number of open and closed service requests
- A list of open service requests and their status
- An in-depth analysis of the reported problems
- Recommendations to address these issues

Annual Health Checks

Brocade offers annual Brocade SAN Health and Brocade NET Health checks for efficient networking infrastructure operations. The Brocade SAM coordinates the annual health check, working with Brocade experts to collect and analyze critical operational data such as the logical and physical topology, device inventory, zoning, bandwidth utilization, and monitoring capabilities.

WORLD-CLASS SUPPORT INFRASTRUCTURE

Brocade Technical Support is designed to provide optimum support for service providers. Service providers can leverage the Brocade worldwide support infrastructure, expertise, best-practice guidance, and commitment to quality to maximize their network uptime.

Worldwide Coverage

With multiple Brocade Technical Assistance Centers and more than 170 parts depots in over 40 countries, Brocade is capable of delivering support wherever it is needed. Premier and Premier-Plus Support offer service providers a dedicated Technical Assistance Center, providing immediate access to advanced levels of support and a team of senior Brocade Technical Support Engineers with deep expertise in service provider environments. Through this worldwide support infrastructure, service providers have access to a strong partner ecosystem capable of performing onsite repair and/or replacement. In addition, toll-free numbers and local language support enable easy, trouble-free communication with Brocade Technical Support.

Brocade Expertise

Brocade Technical Support Engineers have deep networking expertise and are trained to resolve network problems as quickly as possible with minimal downtime. Moreover, Brocade Technical Support Engineers receive ongoing training and certification to provide customers with the most skilled team to address their issues.

Best-Practice Guidance

Brocade SAMs are knowledgeable about Brocade hardware and software products, and offer best-practice guidance to optimize Brocade networking infrastructures. Brocade SAMs can help service providers understand the features available in each product release as well as provide recommendations for software and hardware upgrades.

Commitment to Quality

Leveraging best practices and fostering a culture of continuous improvement, Brocade offers high-quality technical support for its networking solutions by investing in quality processes, people, and partnerships.

Brocade Technical Support invests in quality processes by gathering customer feedback on delivery quality, processes, systems, products, and offerings, and leverages a third party to gather unbiased customer feedback, satisfaction ratings, and statistics that help drive ongoing improvement. Brocade Technical Support also invests in its people through ongoing training and certification, providing customers with the most skilled team to address their issues. Furthermore, Brocade invests in its partnerships through quarterly business reviews with partners to identify areas for improvement.

MAXIMIZING INVESTMENTS

To help optimize technology investments, Brocade and its partners offer complete solutions that include education, support, and services. For more information, contact a Brocade sales partner or visit www.brocade.com.

Corporate Headquarters

San Jose, CA USA
T: +1-408-333-8000
info@brocade.com

European Headquarters

Geneva, Switzerland
T: +41-22-799-56-40
emea-info@brocade.com

Asia Pacific Headquarters

Singapore
T: +65-6538-4700
apac-info@brocade.com

© 2011 Brocade Communications Systems, Inc. All Rights Reserved. 02/11 GA-DS-1562-00

Brocade, the B-wing symbol, BigIron, DCFM, DCX, Fabric OS, FastIron, IronView, NetIron, SAN Health, ServerIron, Turbolron, and Wingspan are registered trademarks, and Brocade Assurance, Brocade NET Health, Brocade One, Extraordinary Networks, MyBrocade, VCS, and VDX are trademarks of Brocade Communications Systems, Inc., in the United States and/or in other countries. Other brands, products, or service names mentioned are or may be trademarks or service marks of their respective owners.

Notice: This document is for informational purposes only and does not set forth any warranty, expressed or implied, concerning any equipment, equipment feature, or service offered or to be offered by Brocade. Brocade reserves the right to make changes to this document at any time, without notice, and assumes no responsibility for its use. This informational document describes features that may not be currently available. Contact a Brocade sales office for information on feature and product availability. Export of technical data contained in this document may require an export license from the United States government.



BROCADE