

BROCADE ESSENTIAL SUPPORT

DIRECT SUPPORT

Enabling Non-Stop Networking with Flexible Support Options

HIGHLIGHTS

- Provides 24×7 access to Brocade Technical Support expertise, reducing time to resolution
- Provides unmatched expertise in data center networking to optimize network performance
- Offers a variety of Service Level Agreements (SLAs) tailored to meet organizations' unique support needs
- Simplifies network management through online technical support tools

Brocade understands that every network is unique and requires a different level of technical support to meet the customer's business requirements. Brocade Direct Support provides a single support contact for SAN and IP networking products purchased through Brocade, Brocade OEM Partners, or Brocade Solution Providers. Organizations facing the challenges of maintaining large or complex networking environments gain immediate access to Brocade expertise and resources to accelerate problem resolution, increase uptime, and improve overall efficiency

BROCADE ESSENTIAL SUPPORT SERVICE-LEVEL OPTIONS

Brocade® Essential Support provides software and hardware support to customers with Brocade equipment. Essential Support includes 24×7 access to the Technical Assistance Center (TAC) (available through phone, e-mail, and Web), software updates, online self-service tools, and offers several hardware replacement options.

SERVICE-LEVELS DEFINED

To help customers meet critical business objectives, Essential Support offers several SLA options, providing increased flexibility and choice:

- **4-hour Onsite (4OS):** Provides 4-hour response for onsite parts and labor from the time Brocade has determined a replacement is required and confirmed dispatch with the customer. 4OS is available in most major metropolitan areas worldwide and is available 24×7, including holidays. Offer also includes 24×7 access to the TAC, software updates, and online self-service tools.
- **4-hour Parts (4P):** Provide 4-hour response for parts replacement from the time Brocade has determined a replacement is required and confirmed dispatch with the customer. Physical installation of the replacement part and defective product return are to be performed by the customer. 4P is available in most major metropolitan areas worldwide and is available 24×7, including holidays. Offer also includes 24×7 access to the TAC, software updates, and online self-service tools.

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- **Next-business-Day Onsite (NDO):**
Provides next-business-day response for onsite parts and labor from the time Brocade has determined a replacement is required and confirmed dispatch with the customer. NDO is available in most major metropolitan areas worldwide and is available on business days 9×5 local time to customer site. Offer also includes 24×7 access to the TAC, software updates, and online self-service tools.
- **Next-business-Day Parts (NDP):**
Provide next-business-day response for parts replacement from the time Brocade has determined a replacement is required and confirmed dispatch with the customer. Physical installation of the replacement part and defective product return are to be performed by the customer. NDP is available in most major metropolitan areas worldwide and is available on business days 9×5 local time to customer site. Offer also includes 24×7 access to the TAC, software updates, and online self-service tools.

- **Return to Factory (RTF):** Provides a five-business-day reshipment for parts replacement from the time Brocade has physically received the defective material and confirmed dispatch with customer. Customer is responsible for return shipping costs as well as items lost or damaged in transit. Delivery times may vary due to customs and regulations that are outside of Brocade control. RTF is available worldwide and includes 24×7 access to the TAC, software updates, and online self-service tools.
- **Remote Support (RMT):** Provides 24×7 access to the TAC, software updates, and online self-service tools. RMT is available worldwide and 24×7, including holidays. RMT is only available on selected products. Any required hardware repairs would be performed under warranty or on a time and material basis.
- **Software Technical Support (SW):** Provides 24×7 access to the TAC, software updates, and online self-service tools. SW is available worldwide and 24×7, including holidays. SW is only available for software applications.

ONLINE TECHNICAL SUPPORT TOOLS

Customers with a valid Brocade Technical Support contract have 24×7 access to several online tools through MyBrocade®:

- **My Cases:** Provides access to a case management tool, allowing customers to open, update, and track cases in real time.
- **Downloads:** Allows customers to obtain OS firmware and code updates as well as drivers, MIBs, utilities, and documentation.
- **Knowledge base:** Enables customers to research and solve technical questions through a robust database of articles.

WORLD-CLASS SUPPORT INFRASTRUCTURE

Brocade Technical Support is designed to provide optimal support for Essential Support customers. They can leverage the Brocade worldwide support infrastructure, expertise, best-practice guidance, and commitment to quality to maximize their network uptime.

Table 1. Summary of Brocade Essential Support service-level options.

Support Level Agreements (SLAs)*	Technical Assistance Center	MyBrocade: Online Self Services, KB, and Case Management	Software Updates and Downloads
<ul style="list-style-type: none"> • 4-hour^{1,3} Onsite (4OS) • 4-hour^{1,3} Parts (4P) • Next-business-Day² Onsite (NDO) • Next-business-Day² Parts (NDP) • Return to Factory (RTF) • Remote Support⁴ (RMT) • Software Support (SW) 	24×7 access	Unlimited	Unlimited

* 2-hour response times are available in limited locations throughout the United States upon request.

¹ To determine if your specific location is within the required distance for a 4-hour response, please visit: www.brocade.com/support-availability.

² Next-business-day delivery is available when Brocade receives a case by 2:00 p.m. local time and customer distance from the nearest parts depot is within commercial carrier's standard next-business-day delivery area (some restrictions may apply). If customer location is outside the commercial carrier's next-business-day delivery area parts will ship same or next day (2:00 p.m. local time cutoff for same day shipping, some restrictions may apply). Delivery times may vary due to customs and local regulations which are outside of the Brocade control. Customers may be responsible for importation costs, brokerage fees, import duties, and taxes. Next-business-day is not available on selected holidays. To determine if your specific location is within the required distance for next-business-day delivery please visit: www.brocade.com/support-availability.

³ Subject to customer providing Brocade with a description of the repair problem, part number, serial number, and return address.

⁴ Only available on select products.

Table 2. Severity levels and Brocade Technical Support response and escalation times.⁵

Case Severity	Technical Engagement Time	Communication Frequency	Management Escalation
Severity 1 Critical	Within 1 hour	Updates every 6 hours	8 business hours
Severity 2 High	Within 1 hour	Updates every 2 days	2 business days
Severity 3 Medium	Within 8 hours	Updates every 4 days	7 business days
Severity 4 Low	Within 8 hours	Updates every 14 days	Not applicable

⁵ The times listed are targets only and not a guarantee that Brocade will respond or escalate within the target time. See www.brocade.com for Case Severity definitions.

Worldwide Coverage

With multiple TACs located around the world and more than 170 parts depots in over 40 countries, Brocade is capable of delivering effective support. Through this worldwide support infrastructure, Essential Support customers 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 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 to minimize downtime. Furthermore, Brocade Technical Support engineers receive ongoing training and certification to provide customers with the most skilled team to address their issues.

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 its processes, people, and partnerships. Brocade gathers customer feedback on service delivery, procedures, systems, products, and offerings, and makes necessary adjustments to optimize its processes. In addition, Brocade invests in its people through continuous education, providing customers a professional team with the networking expertise to quickly resolve issues. Brocade also invests in its partnerships, performing 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 professional services, technical support, and education. For more information, contact a Brocade sales partner or visit www.brocade.com.

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