

# 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
- Offers a variety of Service Level Agreements (SLAs) tailored to meet organizations' unique support needs
- Simplifies network management through customizable online technical support tools
- Provides unmatched expertise in data center networking to optimize network performance

Brocade understands that every network is unique and requires a different level of technical support to meet the customer's business requirements. Brocade® Essential Support provides 24×7 access to technical support expertise, a choice of hardware and software Service Level Agreements (SLAs), and online technical support tools to enable non-stop networking.

### SERVICE LEVEL OPTIONS

To help customers meet critical business objectives, Essential Support offers several SLA options, providing 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 (24×7)

### Onsite Support

Available in most major metropolitan areas worldwide, 2-Hour, 4-Hour, and Next-Business-Day Onsite support provide 24×7 telephone support and electronic access to software updates, plus 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 24×7 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.)

The Brocade One™ strategy helps simplify networking infrastructures through innovative technologies and solutions. Brocade Essential Support builds on this strategy by simplifying the management of mission-critical networks.

# BROCADE



Brocade is capable of delivering support anywhere it is needed. 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](http://www.brocade.com).

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