BROCADE PREMIER AND PREMIER-PLUS SUPPORT

DIRECT SUPPORT

Personalized, Preferential, Proactive Support to Maximize the Value of Customer Networks

HIGHLIGHTS

- Streamlines communication and accelerates problem resolution with a single point of contact into Brocade Technical Support
- Provides priority access to Brocade Technical Support and accelerated escalation management, reducing time to resolution
- Enables organizations to gain a better understanding of their IT environments and resolve issues through quarterly support reviews
- Augments IT staff resources with onsite Brocade product experts
- Maximizes availability of networking infrastructures by proactively identifying potential issues
- Optimizes resources and maximizes investments with annual Brocade network health checks

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 offers different levels of support to meet each customer's specific needs. To help customers with large, complex environments maximize the value of their networks, Brocade Premier and Premier-Plus Support provide personalized, preferential, and proactive support.

A PERSONALIZED SUPPORT EXPERIENCE

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

- Support Account Manager
- Onsite Support Engineer
- Review of scheduled activities
- Choice of hardware Service Level Agreements (SLAs)
- Online technical support tools

Support Account Manager

Available with Premier and Premier-Plus Support, the Brocade Support Account Manager (SAM) is a network professional who is knowledgeable about the customer's network topology and serves as a single point of contact for all Brocade Technical Support activities. As a key escalation contact for all Brocade software and hardware issues, Brocade SAMs coordinate activities between the customer and Brocade Technical Support engineers, streamlining communication and accelerating problem resolution.

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

- **Escalation and critical situation management:** Works as a customer advocate to facilitate timely escalation and resolution. As the communication liaison between the customer and Brocade Technical Support, the SAM tracks, manages, and updates cases as needed, providing updates to both the customer and Brocade.

- **Proactive quarterly support reviews:** Communicates the overall support status of Brocade infrastructure and discusses ways to optimize operational efficiency and maximize uptime.
- **Annual network health checks:** Coordinates annual health checks, working with Brocade experts to collect and analyze critical operational data (logical and physical topology, device inventory, zoning, bandwidth utilization, and monitoring capabilities).
- **Best-practice guidance:** Provides recommendations for software and hardware upgrades, best-practice configuration, and deployment information.

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

Onsite Support Engineer

In today's business climate, IT organizations with growing and complex networking infrastructures often find themselves short on time and/or resources—making it difficult to meet the needs of the business while performing daily support and management activities. Yet 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 customer's IT staff, providing onsite technical expertise to keep Brocade Storage Area Network (SAN) and IP networking environments running smoothly.

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

OSEs provide the following:

- **Optimized resources:** With deep product knowledge and familiarity of the customer's IT infrastructure, OSEs can effectively plan, coordinate, and take action to optimize Brocade product environments.
- **Escalation management:** Working closely with the SAM, the OSE will help document an issue, provide corresponding logs, and work directly with Brocade Technical Support, accelerating escalation and issue resolution.
- **Product knowledge transfer:** OSEs educate customer IT staff through onsite training, knowledge transfer, and best-practice configurations.
- **Proactive support reviews:** In conjunction with the SAM, the OSE communicates the overall support status of Brocade infrastructure and discusses ways to optimize operational efficiency and maximize uptime.

Review of Scheduled Activities

As an extended member of the customer team, the Brocade SAM/OSE will follow the Brocade Activity Quality Process℠ (AQP), whereby they will review and track all scheduled activities to ensure that the customer has the most current and accurate information when conducting change activities. Each activity review includes a high-level technical and procedural review of the scope of the activity.

Activities covered by this process include, but are not limited to: Brocade Fabric OS®/ Network OS upgrades, feature additions, license changes, new product installations, fixing known issues, implementing best practices, and release note and Technical Service Bulletin assessments. Ensuring that all activities are reviewed maintains a uniform and repeatable process, leading to overall readiness and success.

Service-Level Options

No two customers or networks are identical. To meet customers' specific network and business requirements, Premier and Premier-Plus Support offer several SLA options, providing increased flexibility and choice:

- **Onsite Parts and Labor (4OS and NDO):** Include 4-hour Onsite (4OS) or Next-business-Day Onsite (NDO) response for parts and onsite labor from the time Brocade has determined a replacement is required and confirmed dispatch with the customer. Offers include 24×7 access to the Technical Assistance Center (TAC) (available through phone, e-mail, and the Web), software updates, and online self-service tools.
- **Parts Replacement (4P and NDP):** Includes 4-hour Parts (4P) or Next-Business-Day Parts (NDP) response for parts replacement from the time Brocade has determined a replacement is required and confirmed dispatch with the customer. Offers include 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 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 and licenses.

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.

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

Support Level Agreements (SLAs)*	Technical Assistance Center	MyBrocade: Online Self Services, KB, and Case Management	Software Updates and Downloads
• 4-hour[1,3] Onsite (-4OS) • 4-hour[1,3] Parts (-4P) • Next-business-Day[2] Onsite (-NDO) • Next-business-Day[2] Parts (-NDP) • Return to Factory (-RTF) • Remote Support[4] (-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 the 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 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.

- **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.

ENHANCED TECHNICAL SUPPORT

Large SAN and IP networking organizations require maximum network uptime to meet their business requirements. To address the business challenges facing these customers, Premier and Premier-Plus Support provide enhanced technical support, including:

- Priority access to the Brocade Technical Assistance Center
- Accelerated escalation management

Priority Access to the Brocade Technical Assistance Center

Premier and Premier-Plus Support customers can bypass the support queue and move to the front of the line for more immediate problem resolution. Severity 1 and Severity 2 calls are connected directly to the first available Brocade Technical Assistance Center engineer.

Accelerated Escalation Management

The Brocade Technical Support escalation policy offers rapid response and more frequent communication with Premier and Premier-Plus Support customers. Severity 1 and Severity 2 issues receive management attention more quickly and at a higher level within Brocade for faster problem resolution. Premier and Premier-Plus customers also receive frequent updates on the status of outstanding cases.

Moreover, the Brocade SAM acts as the customer'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 customer'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 to an organization. Premier and Premier-Plus Support proactively address issues before a customer's network is impacted by providing:

- Premier monitoring
- Quarterly support reviews
- Annual network health checks

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	Immediate access (phone)	Updates every hour or as jointly agreed	0 hours: Technical Support Organization (TSO) Duty Manager, Support Account Manager (SAM), and Support Delivery Organization (SDO) Manager 2 hours: TSO Director 4 hours: VP of Global Services 24 hours: CEO
Severity 2 High	Immediate access (phone)	Updates every 2 hours or as jointly agreed	4 hours: TSO Duty Manager, SAM, and SDO Manager 12 hours: TSO Director 24 hours: VP of Global Services 72 hours: CEO
Severity 3 Medium	Within 8 hours	Updates every business day	5 days: TSO Duty Manager 10 days: TSO Director
Severity 4 Low	Within 8 hours	Updates every 3 business days	14 days: TSO Duty Manager 21 days: TSO Director

[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.

Premier Monitoring

More than just a monitoring service, Brocade Premier Monitoring consists of three core components designed to maximize network availability and performance and accelerate time to resolution on issues that may arise. Components include:

- **Automated Fault Management:** Accelerates problem identification and resolution, helping to reduce downtime
- **Proactive Device Monitoring:** Focuses on problem prevention and identifying situations before they become critical
- **Remote Troubleshooting:** Enables accelerated data collection and diagnosis that reduces troubleshooting time and relieves customers of cumbersome data collection responsibilities

For more information on Premier Monitoring, please refer to the Premier Monitoring Data Sheet on www.brocade.com.

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, analysis, and status of the installed base and reported problem cases
- Recommendations based on previous issues and best practices (as applicable to the environment)
- Review of planned activities
- Collated customer reports and documentation
- Additional topics tailored to customers' needs

Annual Network Health Checks

Brocade offers annual network 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 optimal support for Premier and Premier-Plus Support customers. Premier and Premier-Plus Support customers can leverage the Brocade worldwide support infrastructure, expertise, best-practice guidance, and commitment to quality to maximize their network uptime.

Worldwide Coverage

With multiple TACs and more than 170 parts depots in over 40 countries, Brocade is capable of delivering effective support. Through this worldwide support infrastructure, Premier and Premier-Plus 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, 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, they 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 Premier and Premier-Plus Support customers understand the features available in each product release as well as the differences between Brocade and Brocade OEM Partner release levels. In addition, they can 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 professional services, technical support, and education. For more information, contact a Brocade sales partner or visit www.brocade.com.

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