

# BROCADE PRIMARY SUPPORT



## SUPPORT

## Cost-Effective Support for a Wide Range of IT Environments

### HIGHLIGHTS

- Optimize performance by leveraging in-depth Brocade technical expertise to implement strategic technologies
- Enhance existing shared storage environments by implementing proven best-practice methodologies
- Improve overall shared storage efficiency and availability to support mission-critical primary environments

Brocade® thoroughly understands the advanced level of technical support required for maintaining large shared storage environments. Brocade has the expertise to help ensure maximum availability of mission-critical File Area Network (FAN) and Storage Area Network (SAN) resources in these types of environments through Brocade Primary Support offerings. As part of the Brocade Primary Support family, the following offerings provide a flexible approach to ongoing maintenance:

- Standard Support
- High-Availability Support
- Advanced Replacement Support
- Software Only Technical Support (24×7)
- Software Only Technical Support (9×5)

### STANDARD SUPPORT

Available worldwide, Standard Support is designed for organizations that require economical service for non-critical operations. This plan ensures 24×7 technical phone support and the onsite replacement of a malfunctioning switch within the next business day as long as calls are received by noon, local time. Labor charges are covered in the price of the plan.

### HIGH-AVAILABILITY SUPPORT

Available in most major metropolitan areas worldwide, High-Availability Support incorporates all the key features of Standard Support, but adds four-hour onsite support. This plan helps ensure that network problems are quickly addressed, thereby minimizing system downtime for key business applications.

**ADVANCED REPLACEMENT SUPPORT**

Available worldwide, Advanced Replacement Support is designed for organizations that require economical service for non-critical operations. This plan includes software maintenance, Web-based self-service support tools, and access to Brocade Connect, an end-user management portal. This plan ensures the shipment of hardware replacement within two business days as long as calls are received by noon, local time. Call center access is available 24×7. Physical installation of the replacement switch and defective product return is to be performed by the end-user customer.

**SOFTWARE ONLY TECHNICAL SUPPORT (24×7 ACCESS)**

Available worldwide, Software Only Technical Support is available on software applications to direct end-user customers. Support includes call center access, software maintenance, Web-based self-service support tools, and access to Brocade Connect, an end-user management portal. Call center access is available 24×7.

**SOFTWARE ONLY TECHNICAL SUPPORT (9×5 ACCESS)**

Available worldwide, Software Only Technical Support is available on software applications to direct end-user customers. Support includes call center access, software maintenance, Web-based self-service support tools, and access to Brocade Connect, an end-user management portal. Call center access is available 9×5.

**MAXIMIZING TECHNOLOGY INVESTMENTS**

Brocade and its partners offer complete data management solutions to meet a wide range of technology and business requirements. These solutions include education and training, services, and support to help optimize data management investments. For more information, contact an authorized Brocade sales partner or visit [www.brocade.com](http://www.brocade.com).

**Table 1.** Brocade Primary Support.

Primary Support Plan	Software 9×5	Software 24×7	Advanced Replacement Hardware	Standard Hardware	High-Availability Hardware
Telephone Support	9×5 Access (Local Time)	24×7 Access	24×7 Access	24×7 Access	24×7 Access
Web Access and Support	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
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
Hardware Repair/Replacement	None	None	Hardware Replacement Shipped within Two Business Days	Next Business Day Onsite with Parts	Up to 4-hour Onsite with Parts

**Corporate Headquarters**

San Jose, CA USA  
T: (408) 333-8000  
[info@brocade.com](mailto:info@brocade.com)

**European Headquarters**

Geneva, Switzerland  
T: +41 22 799 56 40  
[emea-info@brocade.com](mailto:emea-info@brocade.com)

**Asia Pacific Headquarters**

Singapore  
T: +65-6538-4700  
[apac-info@brocade.com](mailto:apac-info@brocade.com)

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