

Product Brief

Key Features

- 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 Support Link includes access to actionable reports and recommendations based on best practices.

Essential Support

Enabling Nonstop Networking with Flexible Support Options

Brocade, a Broadcom company, 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 storage area network (SAN) products purchased through Broadcom or Brocade OEM partners. Organizations that face 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.

Essential Support Service-Level Options

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

Service Levels Defined

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

4-Hour Onsite (4OS)

4OS provides a 4-hour response for onsite parts and labor from the time Broadcom has determined that a replacement is required and has confirmed dispatch with the customer. 4OS is available in most major metropolitan areas worldwide and is available 24×7, including holidays. This option also includes 24×7 access to the TAC, software updates, and online self-service tools.

4-Hour Parts (4P)

4P provides a 4-hour response for parts replacement from the time Broadcom has determined that a replacement is required and has confirmed dispatch with the customer. Physical installation of the replacement part and return of the defective product are to be performed by the customer. 4P is available in most major metropolitan areas worldwide¹ and is available 24×7, including holidays. This option also includes 24×7 access to the TAC, software updates, and online self-service tools.

Next-Business-Day Onsite (NDO)

NDO provides a next-business-day response for onsite parts and labor from the time Brocade has determined that a replacement is required and has 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 the customer site. This option also includes 24×7 access to the TAC, software updates, and online self-service tools.

Next-Business-Day Parts (NDP)

NDP provides a next-business-day response for parts replacement from the time Brocade has determined that a replacement

is required and has confirmed dispatch with the customer³. Physical installation of the replacement part and return of the defective product 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 the customer site. This option also includes 24×7 access to the TAC, software updates, and online self-service tools.

Software Support (SW)

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 available only for software applications.

Online Technical Support Tools

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

- **Case Management:** Allows 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.

Table 1: Summary of Brocade SLAs

Service-Level Agreements	Technical Assistance Center (TAC)	Brocade Support Portal: Online Self-Services, Knowledge Base, and Case Management	Software Updates and Downloads
4-Hour Onsite (4OS) ^{1,2}	24×7 Access	Unlimited	FOS, SANnav, and Brocade Support Link for Entitled Devices
4-Hour Parts (4P) ^{1,2}			
Next-Business-Day Onsite (NDO) ^{1,2,3}			
Next-Business-Day Parts (NDP) ^{1,2,3}			
Software Support (SW)			

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

2. Additional limitations and/or restrictions may apply. Hardware delivery times are based on a single-point-of-failure incident. Delivery times for failures, including but not limited to nonstandard/variable configuration unit replacements, oversized/heavy weight items, or nonsingle points of failure, may fall outside the posted SLA. Nonmechanical supplies and accessories (sheet metal, rack mounts, hinges, and so on) are excluded from the delivery SLA. Software version levels on replacement hardware may require upgrade/downgrade based on your current operating environment.

3. Next-business-day delivery is available when Brocade determines that a replacement is required by 2:00 p.m. local time and that the customer distance from the nearest parts distribution center is within the commercial carrier's standard next-business-day delivery area (some restrictions may apply). If the customer location is outside the commercial carrier's next-business-day delivery area, parts will ship on 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.

Table 2: Severity Levels and Brocade Technical Support Response and Escalation Times⁴

Case Severity	Technical Engagement Time	Communication Frequency
Severity 1 Critical	Within 1 hour	Updates every 4 hours
Severity 2 High	Within 1 hour	Updates every 1 day
Severity 3 Medium	Within 6 hours	Updates every 3 business days
Severity 4 Low	Within 8 hours	Updates every 5 business days

4. The times listed are targets only and are not a guarantee that Brocade will respond or escalate within the target time. See www.broadcom.com for case severity definitions.

Brocade Support Link

Brocade Technical Support experts keep customer SAN environments up and running, but customers still rely on their technology to help solve operational challenges. The evolution of SAN support uses automation and 24x7 secure data collection to provide actionable reporting and recommendations. The technology that enables Brocade Support Link is built directly into the Brocade Fabric OS® (FOS) software and is available to all Brocade Direct Support customers with a minimum FOS level.

Active Support Connectivity

Brocade FOS Active Support Connectivity (ASC) technology enables automatic, remote SAN assessment and support functions to evaluate customer environments against Brocade best practices. Once enabled, the ASC automatically gathers and sends the encrypted Brocade device configuration, event information, and health and performance metrics to the Brocade Support Link Server (SLS) on a regular basis, providing an “always on” connection for proactive data collection.

The ASC Gateway (ASC-G), an optional software utility with secure proxy functionality, also provides encrypted data transfer from ASC-enabled switches to the Support Link Server. A single instance of ASC-G can support 200 Brocade devices and facilitates centralized control and simplified configuration of ASC activities in a multiswitch environment.

Best Practice Assessment

A proactive, comprehensive evaluation and analysis report, the Best Practice Assessment (BPA) provides validation of SAN design and configuration, health monitoring, firmware levels, device compatibility, and identification of known issues. The BPA includes the following:

- Summary Health Status
Scorecard: Easily sharable format for senior management.
- Actionable Recommendations:
Explanations and specified changes to make in the SAN based on best practices. Reduces the need to refer to administrator guides or manuals.

BPA reports include evaluation of over 150 different performance indicators and are available to customers within the Broadcom Support Portal.

Configuration, Performance, Inventory Reports

Configuration, Performance, Inventory (CPI) reports provide customers with comprehensive spreadsheet reports that show switch and fabric configuration data, inventory, and performance metrics for all ports. Data is categorized in multiple ways such as by fabric, device, port, and zone.

Automated Case Creation

Automated Case Creation (ACC) is available to support customers who use the ASC Gateway. Support cases are automatically created in the Brocade Case Management tool, and Brocade Support engineers are immediately notified of critical events, with no initial customer intervention required. Use of the ASC Gateway

ensures that case data is securely transmitted, while Automated Case Creation expedites the time to resolution.

Data Collection Assistant

Data Collection Assistant (DCA) enables automated capture and secure transmission of *supportsaves* to Brocade Support when used in conjunction with Automated Case Creation. Additionally, Data Collection Assistant enables *supportsave* management to allow customers to retrieve *supportsaves* from one or more switches. The *supportsaves* can then be easily and securely transmitted to Brocade Support to be associated with an existing support case.

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.

Worldwide Coverage

With multiple TACs located around the world and more than 165 parts depots in over 45 countries, Broadcom is capable of delivering effective support. Through this worldwide support infrastructure, Brocade Essential Support customers have access to a strong partner ecosystem capable of performing onsite repair or replacement. In addition, toll-free numbers enable easy communication with Brocade Technical Support.