

Brocade[®] Supplemental Support

Meeting the Most Demanding Requirements with Brocade Premier Support

Description

Brocade thoroughly understands the advanced level of technical support required to maintain enterprise storage area network (SAN) environments. Brocade has the expertise to help ensure maximum reliability and availability of mission-critical networking resources through Brocade[®] Supplemental Support.

Brocade Supplemental Support is designed to augment existing support plans from Brocade OEM partners by providing customers with direct access to Brocade Technical Support resources that include a designated Support Account Manager, online support tools, and case management, ongoing software updates and upgrades, on a 24×7 basis, and free access to Brocade Support Link.

Brocade Premier Supplemental Support customers are required to have an existing support plan—with a Brocade OEM partner—that covers their hardware at a minimum. Onsite labor and parts are provided by the Brocade OEM partner.

Features

- Optimize performance with proactive communication from a designated Brocade Support Account Manager (SAM)
- Augment existing support contracts from Brocade OEM partners to maximize Brocade Storage Networking infrastructure investments
- Accelerate time to resolution by working directly with Brocade subject matter experts
- Standardize the support process for multivendor storage environments
- Increase efficiency and uptime through Customer Operational Reviews and Customer Support Reviews
- Solve operational challenges with the use of Brocade Support Link (BSL) to provide actionable reportings and recommendations based on best practices, risk assessments, and in-depth Fabric Analytics.

Premier Supplemental Support

For large, complex, or growing data center environments, Brocade Premier Supplemental Support offers a variety of proactive and preferential services for optimizing the performance, availability, and efficiency of Brocade SAN infrastructures. Some of the key features included in Premier Support follow:

- Brocade Support Account Managers (SAMs), who serve as a single point of contact for all support issues and call activity management
- Priority access to the support queue and accelerated escalation management
- Automated Case Creation (ACC)
- Metric driven Customer Support Reviews
- Proactive Change Review (PCR)
- Recommendations for software upgrades and releases
- Best Practice Assessment (BPA)
- Configuration, Performance, Inventory (CPI) reports
- Fabric Analytics

Accelerated Issue Resolution

By escalating issues directly to Brocade, customers can accelerate the problem-solving process. Brocade and Brocade OEM partners collaborate and provide extensive expertise to resolve open issues as quickly as possible.

Online Technical Support Tools

24×7 online support tools are available via the Brocade Customer Support Portal (CSP), providing customers with access to case management, a knowledge base, software downloads, and a wide range of online information, including a compatibility matrix, white papers, release notes, technical bulletins, and product documentation.

Ongoing Software Fixes and Updates

To ensure that customers are leveraging the latest technologies, Brocade offers comprehensive software updates that include both maintenance and feature updates and that are available for download online.

Brocade Support Link

Brocade Support Link (BSL) enables customers to securely and automatically transmit configuration and performance information from their SAN environment to Brocade for performance analysis and configuration validation. This data is transformed from configuration, performance, and health metrics across all Brocade devices into detailed summary reports, consistency checks, and recommendations based on 25 plus years of Brocade best practices.

- **Best Practice Assessment (BPA) Reports:** Provides validation of SAN design and configuration, health monitoring, firmware levels, device compatibility, and identification of known issues.
- **Configuration, Performance, and Inventory (CPI) Reports:** Provides high-level summary reports and the underlying data from the fabric that are used to generate the BPA reports. Enables customers to sort data and create custom reports.
- **Automated Case Creation (ACC):** Automatically creates a support case in Brocade's case management tool and immediately notifies the Brocade support engineers of critical events.
- **Data Collection Assistant (DCA):** Enables the automated capture and secure transmission of SupportSaves to Brocade support when used in conjunction with Automated Case Creation.
- **Fabric Analytics:** Provides proactive fabric monitoring and analysis.

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 Storage Networking sales partner at Broadcom or visit www.broadcom.com.

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