

SOLUTION BRIEF

KEY FEATURES

- A trusted advisor brings solutions customized to your business goals.
- Receive relationship-based, proactive support, as well as transactional technical support.
- Participate in frequent business and configuration reviews to identify growth opportunities driving an increase utilization and product success.
- SDK / API Support (where applicable)
- Perform root cause analysis for your critical support requests.
- Represent Broadcom and provide technical expertise for multi-vendor troubleshooting.

KEY BENEFITS

- Access to named technical expert and support point of contact.
- Recurring summary reports are provided on cases to identify gaps and opportunities for change in practice.
- Drive product currency, maximizing the value of products and services.
- Optimize product usage and apply industry best practices, building a stronger ROI.

Dedicated Technical Support Engineer

Product Experts Help with Your Critical Technical Needs

Overview

A Broadcom® Dedicated Technical Support Engineer (DTSE) provides a dedicated, primary technical point of contact to manage product support issues for your chosen product solution during your chosen business hours. A DTSE brings advanced technical expertise within your chosen product or product family, and gains an in-depth knowledge of your environment, configurations, and change control processes, becoming a trusted advisor for your business.

DTSEs will document and communicate environment knowledge to Broadcom technical staff to expedite troubleshooting efforts, and promote regular and consistent communications between your organization and Broadcom groups, including support, engineering, and management for support requests.

DTSE support leads to reduced downtime, increased risk mitigation, and accelerated case resolution through ongoing knowledge sharing, troubleshooting tips, product and case reviews, and lifecycle planning.

Offering Feature	Broadcom Maintenance*	Broadcom Dedicated Technical Support Engineer (DTSE)
Named Technical Expert and Support Point of Contact	—	One product**
Senior-Level Resource	—	✓
Priority Escalation Management	—	✓
Designated Customer Contacts	—	✓
Root Cause Analysis for Critical Cases	—	✓
Facilitate Access to Technical Broadcom Resources for SDK/API Guidance (where applicable)	—	✓
Knowledge Transfer	—	✓
24/7/365 Technical Support for Severity 1 Cases	✓	Direct access to DTSE during business hours within their area of expertise and is backed by the Global Support team for additional products and 24x7 coverage.
Use of Product Optimization and Diagnostic Tools	✓	Exclusive access to in-depth diagnostic reports with DTSE review.
Access to Product Upgrades, Updates, Patches, and Security Content, plus Warranty Coverage If Applicable	✓	✓

*Maintenance is a prerequisite for the DTSE offering.

**DTSEs are sold by product, except for certain VMware® products, which are sold by Product Solution Family. These DTSEs are sold per point product, not to cover the entire licensed bundle offering.



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DTSE-Program-SB101 May 15, 2024