

SOLUTION BRIEF

KEY FEATURES

- Enhanced initial response to new support cases helps you meet the demands of your mission-critical operations.
- 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 increased utilization and product success.

KEY BENEFITS

- Access to named technical expert and support point of contact for chosen product or product family.
- 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.

Designated Support Engineer

Product Experts Help with Your Critical Technical Needs

Overview

A Broadcom® Designated Support Engineer (DSE) provides a primary technical point of contact to manage product support issues for your chosen product solution. A DSE 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.

DSE 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.

Service Feature	Broadcom Maintenance*	Broadcom Designated Support Engineer (DSE)
Named Technical Expert and Support Point of Contact	—	One product**
Priority Escalation Management	—	✓
Periodic Support Case Reports	—	✓
Semi-annual Account Checkpoint Meetings	—	✓
Product Upgrade Planning	—	✓
Designated Customer Contacts	—	✓
24/7/365 Technical Support for Severity 1 Cases	✓	Direct access to DSE during business hours; priority access to on-call DSEs after hours.
Prioritized Support on Severity 2 Cases	Two business hours	One business hour
Use of Product Optimization Services and Diagnostic Tools	✓	Exclusive access to in-depth diagnostic reports with DSE review.
Product Upgrades, Updates, Patches, and Security Content, plus Warranty Coverage If Applicable	✓	✓

*Maintenance is a prerequisite for the DSE offering.

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