

## SOLUTION BRIEF

### KEY BENEFITS

- Accelerate solution time to value
- Reduce risk with technology assessments and best practice guidance
- Optimize operations to realize cost savings
- Keep pace with rapid technology changes
- Increase IT staff knowledge and abilities

# Technical Adoption Manager

## Keep Initiatives on Track with a Trusted Advisor

### At a Glance

The Broadcom® Technical Adoption Manager (TAM) provides your organization with an advisor and advocate who will equip your organization with proven support methodologies and exclusive tools to keep your Broadcom software initiatives on track.

Business stakeholders are challenging IT organizations to identify, utilize, and prove how technology is helping them achieve business outcomes. IT organizations are being driven to move away from operating in a reactive mode and focus on strategic projects that propel the business forward. That is why you have invested in Broadcom software, to help you innovate faster, reduce costs, and gain efficiencies. Your organization must determine the best way to accelerate solution time to value and optimize current and future technologies, while reducing risk and cost. The Broadcom TAM can help.

### Program Overview

The Broadcom TAM offering provides a support resource with the subject matter expertise to assist your organization with optimizing the Broadcom technology you already have. A TAM helps you plan and prepare for future technology investments. They conduct technology assessments, provide solution guidance, recommend operations optimizations, support best practices, and provide peer insights.

A TAM is ingrained in your business activities to help you speed adoption of Broadcom software in support of your objectives. They provide on-site or remote assistance.

The activities performed by a TAM include but are not limited to the following items:

- Success planning to identify your business and IT objectives along with recommendations for technical capabilities and activities needed to support success.
- Technology assessment to identify gaps impeding progress toward your goals and provide prioritized recommendations through the following methods:
  - Best practices, interoperability, support readiness, and compatibility reviews
  - Technical Readiness Assessment
- Solution guidance to develop a future state roadmap and guidance to scale out your environment.
- Recommendations to improve efficiency, resiliency, security, and

## BENEFITS

With the Broadcom TAM support offering, your Broadcom software projects can be achieved more effectively, accelerating the time to value. Gain greater access to Broadcom resources so you can plan for and adopt new technology faster. Finally, you will have a Broadcom software subject matter expert ingrained within your team, someone who is focused on maximizing your Broadcom investments and improving IT performance and efficiencies.

sustainability for operational optimization.

## Program Overview (cont.)

- Performance metrics analysis to identify areas where potential system degradation and bottlenecks can impact system health.
- Product optimization recommendations and rightsizing guidance for Broadcom solutions, including but not limited to: virtual machines, cluster size, efficiencies, storage performance, and host configurations.
- Periodic peer comparisons of operations and processes to know best practices of organizations similar to your own, using guidance from our Broadcom product and support teams and years of experience.
- Agreed upon cadence to ensure progression toward your goals.
- Executive business reviews to report on progress and upcoming milestones for continuous stakeholder alignment.
- Engage subject matter experts relevant to your transformation goals. This engagement includes workshops, roundtables, and webcasts.

**For more information visit our website: [www.broadcom.com/support/services-support/ca-support/support-programs](http://www.broadcom.com/support/services-support/ca-support/support-programs)**