

# Technical Adoption Manager

## Specific Program Documentation

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The Broadcom Offering listed below is provided under the following terms and conditions in addition to any terms and conditions referenced on the Broadcom quote, order form, statement of work, or other mutually agreed ordering document (each a “**Transaction Document**”) under the applicable end-user agreement or governing contract (collectively, the “**Agreement**”) entered into by the Customer and the Broadcom entity (“**Broadcom**”) through which Customer obtained a license for the specified Broadcom Offering, whether that be Software or SaaS offerings. These terms shall be effective from the effective date of such Transaction Document.

## Program Name: Technical Adoption Manager

### 1. Definition

A Technical Adoption Manager consists of the identifying, resourcing, appointing, and provisioning of a designated resource (a “**TAM**”) with the subject matter expertise to advise the Customer with technology assessments, solution and support guidance, operations optimization, and peer insights. The TAM will be available for eight (8) hours per week during Customer's local business hours and may be a shared resource, which could be assigned by Broadcom to assist more than one customer. TAM may elect to involve other Broadcom experts to assist from time to time.

TAMs are ingrained in Customer's business activities, helping to speed adoption of the relevant Broadcom solution in support of the Customer's objectives. TAMs will conform to the management practices of the Customer, to be agreed by the customer and Broadcom. Broadcom can utilize employees and subcontractors who have entered into the appropriate confidentiality provisions to support the delivery of the Broadcom Offering. Customer is not responsible for Broadcom incurred TAM expenses.

The activities performed by a TAM may include and are not limited to:

- Success planning to identify Customer's business and technology objectives along with recommendations for technical capabilities and the activities needed to support success.
- Technology assessment to identify gaps impeding progress toward Customer's goals and provide prioritized recommendations through:
  - Best practice, interoperability, and compatibility reviews
  - Technical readiness assessments
- Solution guidance to develop a future state roadmap and guidance to scale out Customer's environment.
- Recommendations to improve efficiency, resiliency, security, and sustainability for operational optimization.
- 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: VMs, cluster size, efficiencies, storage performance, and host configurations.
- Periodic peer comparisons of operations and processes to known best practices of similar organizations similar to the Customer using guidance from our Broadcom product teams and years of experience.
- Agreed upon cadence to review and ensure progression toward Customer's goals.
- Executive business reviews to report on progress for continuous stakeholder alignment.

## 2. Customer Responsibilities

Customer will fulfill the following responsibilities:

- A. Complete any onboarding processes for the TAM as soon as practical.
- B. Provide visibility to the proper environments, hardware, underlying operating systems, supporting databases, applications, relevant business and technical documentation, and subject matter experts as required.
- C. Customer is responsible for ensuring that the appropriate Customer personnel are available to work with the TAM since the TAM activities are collaborative in nature. Accordingly, Customer will designate a single point of contact to coordinate administrative issues with the TAM.
- D. Broadcom makes no representation or warranty that the assistance provided will provide any specific deliverable or results. Customer is solely responsible for the results and or outcome of this engagement.
- E. Customer and Broadcom will work together on the schedule of the TAM.
- F. Customer will provide knowledge of relevant regulations and control environments that the Broadcom Software will operate within, including software development lifecycle, administrative, security, and audit controls.

## 3. Activities Out of Scope

- A. Installation or configuration of any Broadcom Software solutions.
- B. Customizations, including customization of Broadcom Software, system agents, equipment, operating software, and any customization or development activity that impacts any of the features and benefits and underlying source code of the Broadcom Software (including object code) that extends the install package of the product.
- C. Activities related to the removal or replacement of a Broadcom Offering.
- D. Any installation, configuration, or troubleshooting relating to a third-party product, including the installation of third-party product interfaces, exit coding, or developing interfaces from Customer systems and applications.
- E. Modification or translation of product languages, or the addition of any language that is not currently available within Broadcom Software.

## Additional Terms

**Purchase conditions:** TAM is not a substitution for Maintenance/Subscription support. All eligible solutions therefore must be covered with valid Maintenance/Subscription support when purchasing a TAM.

**No auto-renewal:** Notwithstanding anything to the contrary in the Agreement, there is no automatic renewal of the Broadcom Offering. Before the Broadcom Offering term expires, Customer must contact its account manager or its chosen reseller if Customer intends to renew the TAM Offering.

**Customer use only:** Customer is permitted to use the Broadcom Offering solely for Customer's own business purposes. Customer agrees not to resell, sublicense, lease, or otherwise make the Broadcom Offering and associated documentation available to any third party.

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