Brocade-SupportNow – Support Delivery Partner (SDP) overview

SDP Partner purchases support from Brocade

SDP Partner sells Brocade Direct Support offering to End Users

Brocade Support Partner

End users

Brocade supports SDP Partner/ End User with Backline Support

SDP Partner provides frontline Support + HW replacements*
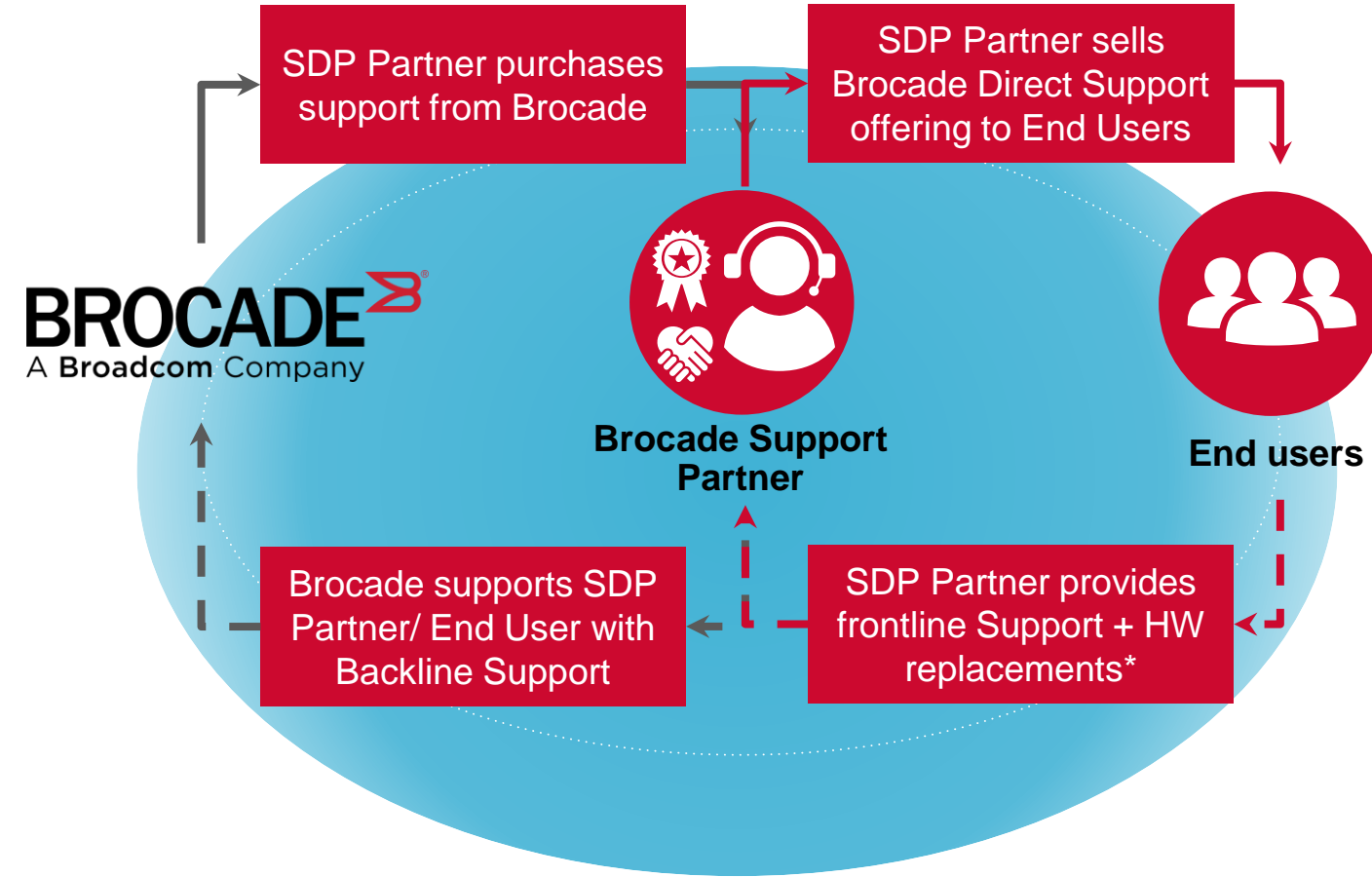
Brocade Support Delivery Partners receive:

- Brocade's preferred support Partner for in-country, local language offerings

- Brocade Support Delivery Partner (SDP) offering includes 24x7 access to the Brocade TAC, firmware (FOS) updates & upgrades, online case management and self-service tools such as Knowledge Base (KB), *Brocade Support Link (BSL)*, troubleshooting Guides and SANHealth.

- Capability to provide replacement parts to End User and on-site repairs

- Access to FOS via Brocade support portal for approved personnel

- Ability to escalate to Brocade TAC and purchase additional spares direct from Broadcom*

Brocade Support Link Features

Automated Case Creation (ACC)

Customers can enable Automated Case Creation to open support cases automatically in the Broadcom case management tool (gateway application required). No initial customer intervention is required, and Brocade support is notified of critical events immediately as they occur.

For Brocade Support Link customers, Automated Case Creation together with Data Collection Assistant has proven to reduce Case Resolution times by nearly 30%.

Data Collection Assistant (DCA)

The DCA enables the automated capture and secure transmission of SupportSaves to Brocade support when used in conjunction with Automated Case Creation.

Additionally, the DCA enables SupportSave Management which allows customers to retrieve SupportSaves from one or more switches. The SupportSaves can then be easily transmitted securely to Brocade support and associated with an existing case.

Remote Assistance (RA)

Provides highly reliable, secure, efficient on-demand Remote Assistance.

Remote Diagnostics Assistance (RDA) enables BSN support personnel to troubleshoot issues using "show" commands.

Remote Configuration Assistance (RCA) enables BSN support personnel to assist the customer with switch configuration changes.

Key highlights:

- Must be explicitly enabled by the customer
- Entirely based on a PULL model and hence highly secure
- BSN personnel do not have switch or ASC-G credentials
- Every session is logged in detail

Best Practice Assessment (BPA)

A proactive, comprehensive analysis of your SAN fabric. This automated report provides identification of known issues and validation of:

- SAN design and configuration
- Health monitoring
- Firmware levels
- Device compatibility
- Port performance

Included with the analysis is a Summary Health Status Scorecard, a report format designed to be easily consumed and shared.

BPA provides actionable recommendations based on best practices. With explanations and specified changes to make, customers do not need to rely on admin guides or manuals.

Configuration, Performance, Inventory (CPI)

Fully organized reports that capture:

- Switch/fabric configuration data
- Inventory
- Performance data

Data is categorized by:

- Fabrics
- Switches
- Ports
- Devices
- Log
- Management
- MAPS
- Zones
- Access Gateway

Fabric Analytics (FA)

Proactive SAN fabrics monitoring and analysis.

Analyze current and historical BSL data to identify potential issues:

- Hardware and cabling issues
- Buffer credit loss and latency
- Host, Target, and ISL oversubscription

Provide customer with the following:

- Key findings
- Fabric Health Summary
- Congestion, trending, and inventory analytics
- Root cause analysis of identified issues
- Analysis available daily

Brocade Support Link additional details:

- All data transferred for BSL is encrypted in flight and at rest

- Data includes: configuration settings of switches/fabrics, attached devices information, usage and performance metrics, and events, alerts and log messages. Payload data is **never** collected

- For additional information, please reach out to assigned Support Delivery Partner (SDP) account manager

BROADCOM®