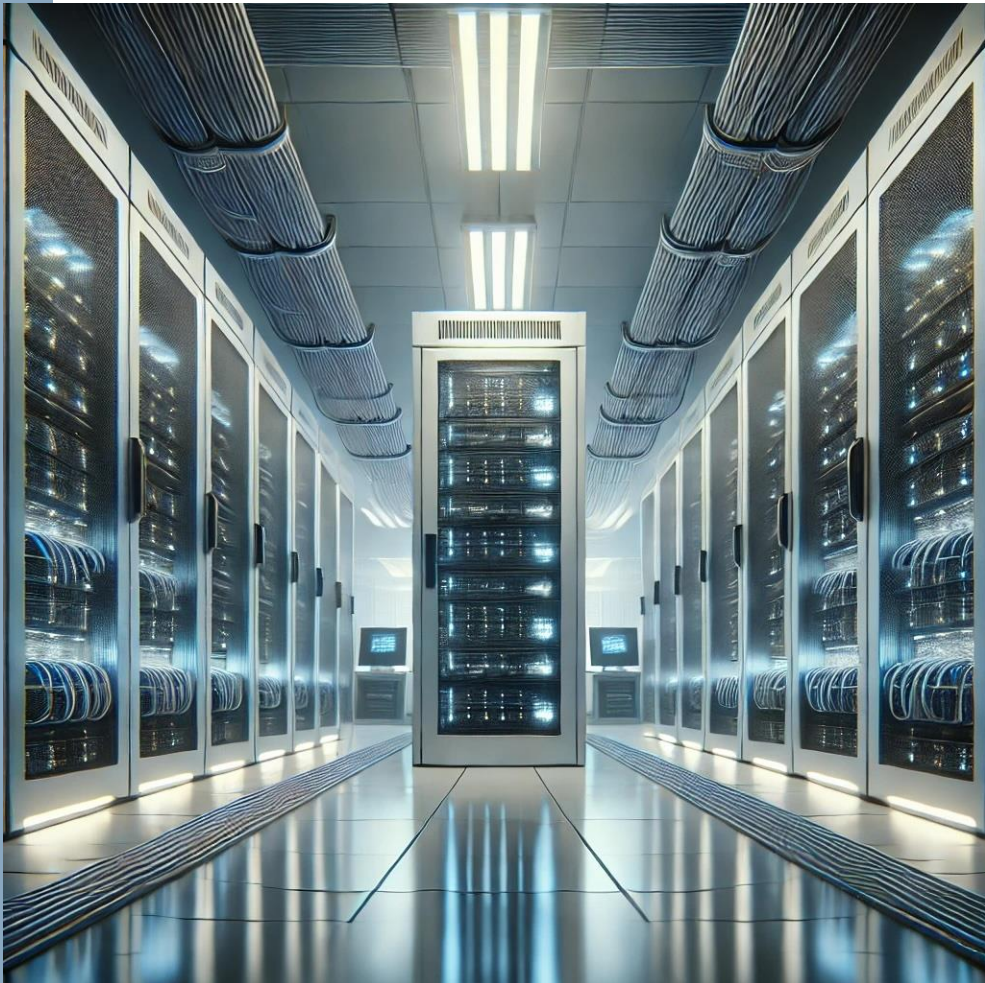


# <sup>1</sup>Support Now - Your Trusted Brocade Service Delivery Partner



Delivering Excellence in Storage  
Area Network Solutions

# Introduction & Partnership with Brocade



**Introduction:**

Brocade’s historical approach to support focused on working exclusively with Original Equipment Manufacturers (OEMs), limiting direct support options to Tier 1 regions. Customers outside these areas had no choice but to rely on the support levels dictated by OEMs. Recognising the need for greater flexibility and choice, Brocade introduced the **Service Delivery Partner (SDP)** program, allowing select partners like Support Now to provide Brocade Direct Support beyond Tier 1 boundaries.

**Why Our Brocade Partnership Matters:**

Our exclusive partnership with Brocade through the Service Delivery Partner (SDP) program is a testament to Support Now’s proven expertise and reliability in managing complex storage networking environments. Meeting Brocade’s strict criteria, Support Now is authorised to deliver **direct, high-quality support** tailored to our clients' needs. This partnership enables us to provide seamless, multi-tiered support with direct escalation to Brocade’s engineering team, ensuring swift, expert assistance for any challenge within your SAN environment. Our SDP designation allows us to offer Brocade Direct Support to regions previously underserved, bringing Brocade’s world-class support closer to you.



- Access direct support from Brocade, ensuring that every query is addressed by experts familiar with the intricacies of Brocade products.



- Benefit from locally tailored Service Level Agreements that meet the specific uptime and support needs of your environment.

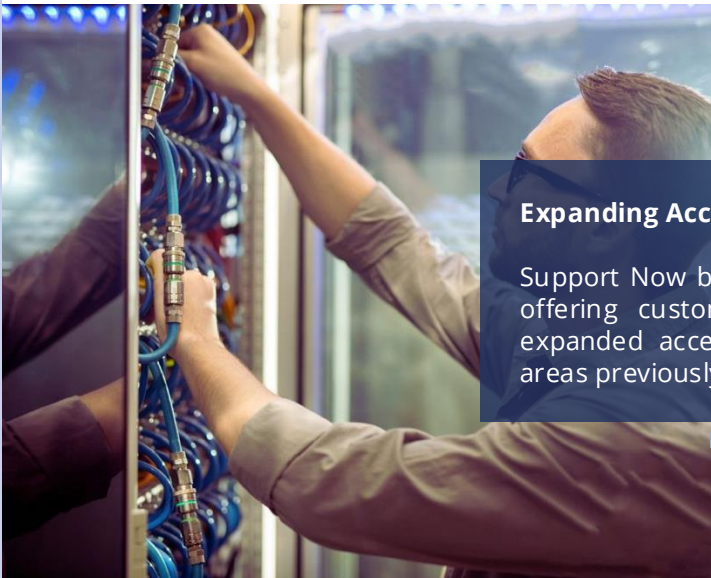


- We maintain on-site spares for Brocade products, ensuring that critical components are available when needed most.



- Streamlined RMA (Return Merchandise Authorisation) processes for swift part replacements and repairs, minimising operational disruptions.

# Comprehensive Multi-Tiered Support Services



## Expanding Access to Brocade Direct Support:

Support Now brings Brocade Direct Support to non-Tier 1 regions, offering customers a new choice beyond OEM support. This expanded access ensures high-quality, direct support options in areas previously limited to OEM-only services.



### First Line Support

- Swift initial assistance.
- Expert guidance on common issues.



### Second Line Support

- Advanced troubleshooting.
- Dedicated technician attention.



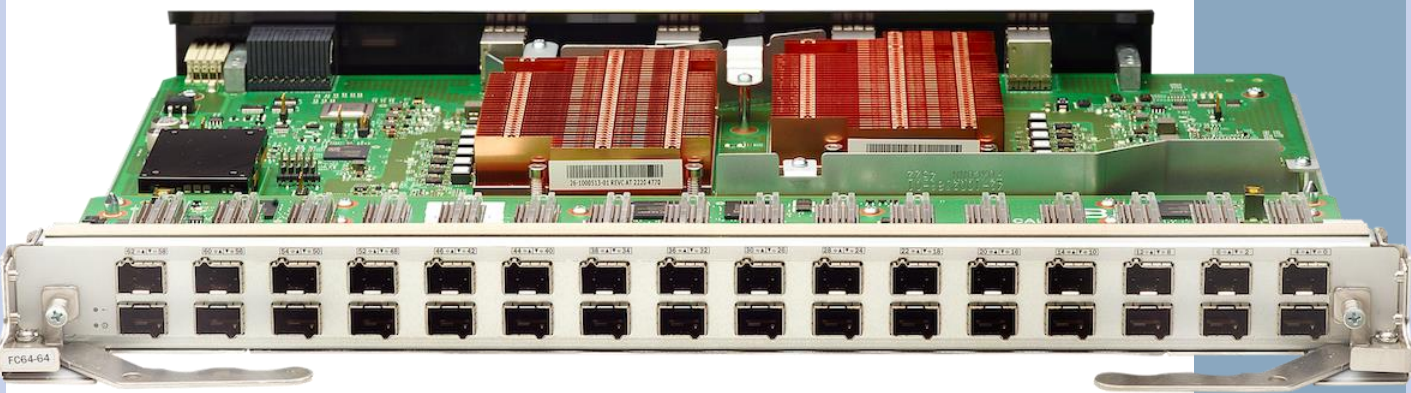
### Direct Escalation to Brocade

- Seamless access to Brocade's high-level engineers, as a key benefit of our SDP partnership.

**Each level of support is now accessible locally, making Brocade's renowned expertise directly available in more regions through Support Now.**



# Innovative Technology and Support



Gen 7 FC64-64 Blade

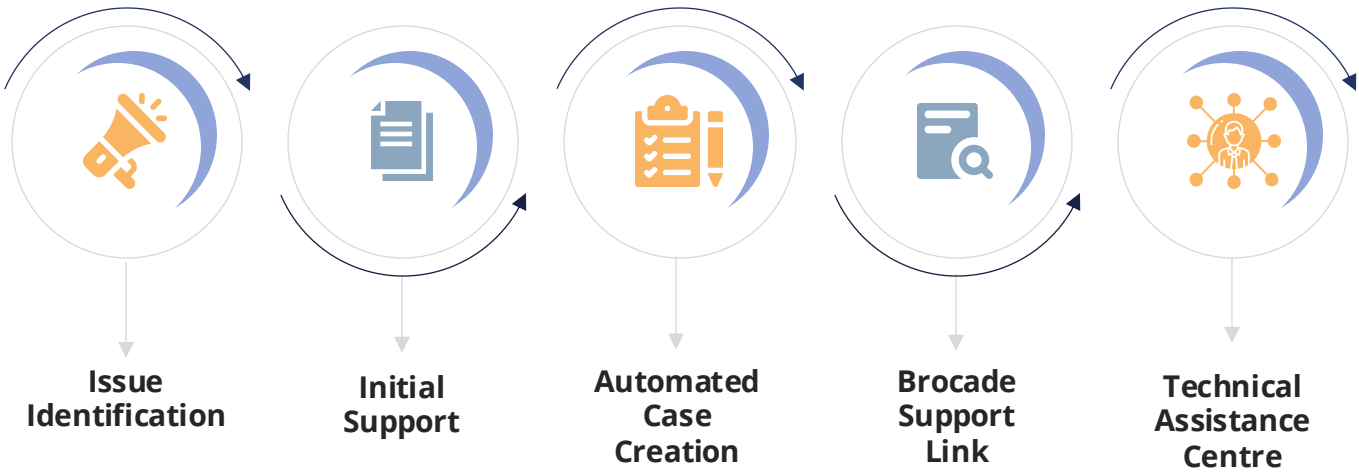


7850 Extension Switch

## New Brocade Technologies:

Brocade’s recent innovations, the **Gen 7 FC64-64 Blade** and **7850 Extension Switch**, showcase the latest in Fibre Channel technology, setting new standards in speed and performance. Launched in August 2023, the Gen 7 FC64-64 blade offers a breakthrough 64 Gbit/s speed across 64 ports, ideal for demanding SAN environments. Complementing this, the 7850 Extension Switch enables high-performance SAN extension and data mobility, delivering unparalleled reliability for enterprise-level data transfer. With these advancements, Support Now is fully equipped to support and maximise the value of Brocade’s cutting-edge technology within your infrastructure.

## The Customer Support Journey



With Brocade’s cutting-edge tools and Support Now’s proactive approach, we empower your organisation to anticipate potential issues and achieve optimal network performance.



# Customer Benefits Summary

Partnering with Support Now means gaining more than just technical assistance—it's about accessing a dedicated support pathway designed to maximise the performance and reliability of your Brocade infrastructure. As a Brocade Service Delivery Partner, Support Now offers a unique blend of direct support access, proven expertise, and seamless escalation to Brocade's engineering team. Our goal is to ensure that every customer experiences world-class support that's both responsive and effective, empowering you to focus on what matters most to your business.



## Access to Brocade Direct Support

First and second-line support tailored to ensure high performance and resilience in your SAN environment.



## Proven Expertise Across Brocade Technologies

Comprehensive experience with Brocade's advanced Fibre Channel solutions, ensuring optimised support for your infrastructure.



## Direct Escalation to Brocade Engineers

Swift, seamless escalation for complex issues, with direct escalation to Brocade Engineers plus the added advantage of our own Brocade-certified engineering team for rapid resolution.

**Ready to optimise your  
storage network? Connect  
with Support Now to enhance  
your Brocade solutions**



Scan me!



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