



Brocade Service Plans provide comprehensive service worldwide with three levels of coverage to address critical business and technical needs.

BROCADE SERVICE PLANS

Highlights

- Help ensure maximum availability of mission-critical data
- Maximize Return On Investment (ROI) for SAN technology resources
- Extend the value of SAN investments through software updates
- Feature high-quality, cost-effective technical service
- Provide fast, around-the-clock access to industry-leading SAN expertise
- Align service coverage with specific response-time and budgetary requirements

Leading Service Plans for SAN Installations

Brocade Service Plans are designed to provide users of Brocade®-branded products with maximum availability of data residing on Brocade Storage Area Networks (SANs). Key components of the comprehensive Brocade Services program, these plans include online self-help, telephone technical assistance and troubleshooting, software updates, and hardware repair and replacement. As a result, organizations that use these plans are better positioned to leverage their existing SAN investments and extend the value of SAN resources over time.

WORLDWIDE TECHNICAL ASSISTANCE

Brocade Service Plans are supported by a worldwide organization with more than 200 locations in 27 countries. To ensure fast problem resolution, all locations are closely integrated with state-of-the-art Technical Assistance Centers at Brocade headquarters in San Jose, California and Geneva, Switzerland.

TIMELY ONSITE HARDWARE REPAIR AND REPLACEMENT

In the unlikely event that a hardware problem disrupts SAN operations, a Brocade-trained technician will be onsite in as little as two hours—with replacement parts to restore SAN operations as quickly as possible.

ONGOING SOFTWARE UPDATES

Brocade Service Plans include a comprehensive software update program, including free-of-charge bug fix releases, software maintenance updates, and software features updates. These ongoing updates enable organizations to take advantage of the latest technology available.

24x7 ONLINE SELF-HELP

24x7 online service enables organizations to submit support requests, check request status, and download Web-distributed software bug fixes and patches, as well as software maintenance releases and feature updates. This service includes a wide

range of online information, including a knowledge base, compatibility matrix, white papers, release notes, technical bulletins, and product documentation. Also available online are Brocade SOLUTIONware guides, which provide detailed specifications of tested, proven SAN configurations.

FLEXIBLE, SOLUTION-ORIENTED COVERAGE

Brocade Service Plans employ a flexible approach to ensure the availability of mission-critical data and SAN resources. Three plan levels enable organizations to choose the coverage that best suits their specific requirements. Multiyear options are available to help simplify long-term budgeting tasks.

STREAMLINED TELEPHONE

TECHNICAL SUPPORT

Brocade Service Plans provide direct telephone access to the Brocade Technical Assistance Center, which operates on a 24x7 basis and is equipped with every Brocade-qualified host bus adapter and storage device from every Brocade-qualified vendor. Calls are automatically routed to the staff person best qualified to assist with a particular question.

CLEARLY DEFINED SERVICE LEVEL OBJECTIVES

Brocade maintains strict service level objectives for each defined severity level, along with clear escalation procedures for handling unresolved support requests. Unresolved issues are transferred to technical support management teams, and onward to successively higher levels of technical and operational management, until the problem is resolved.

A CHOICE OF THREE PLAN LEVELS

Three Brocade Service Plan levels (see Table 1) are available: Standard Service, High-Availability Service, and Mission-Critical Service:

- **Standard Service Plan:** Available worldwide, the Standard Service Plan is designed for organizations that require economical service for noncritical operations. This plan ensures the onsite replacement of a malfunctioning switch within the next business day as long as calls are received by noon, local time. Labor charges are covered in the price of the plan.
- **High-Availability Service Plan:** Available in most major metropolitan areas worldwide, the High-Availability Service Plan is a leading class of service that incorporates all the key features of the Standard Service Plan along with 24x7 phone support and four-hour onsite service. This plan helps ensure

that network problems are quickly addressed, thereby minimizing system downtime for key business applications.

- **Mission-Critical Service Plan:** Available in most major metropolitan areas worldwide, the Mission-Critical Service Plan is the premiere class of service. It includes all the key features of the High-Availability Service Plan along with two-hour onsite service to help ensure the maximum system availability for mission-critical applications.

MAXIMIZING SAN INVESTMENTS

Brocade and its partners offer complete SAN solutions to meet a wide range of technology and business requirements. These solutions include education and training, support, service, and professional services to help optimize SAN investments. For more information, contact an authorized Brocade sales partner or visit www.brocade.com.

Table 1. Brocade Service Plans provide a variety of benefits to meet different budget requirements.

Service Plan*	Standard	High-Availability	Mission-Critical
Brocade Global Technical Assistance			
Telephone Hotline	9/5 Full Access	24/7 Full Access	24/7 Full Access
Web Support and Knowledge Base	Unlimited 24/7 Access	Unlimited 24/7 Access	Unlimited 24/7 Access
Software Releases			
	Bug Fixes Maintenance Updates Feature Updates	Bug Fixes Maintenance Updates Feature Updates	Bug Fixes Maintenance Updates Feature Updates
Hardware Repair or Replacement Time			
	Next business day onsite with parts	Four hours onsite with parts	Two hours onsite onsite with parts

*The Brocade Terms and Conditions for Service Plans apply to all plans. Please see the Terms and Conditions, available at www.brocade.com, for important information.



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