DESIGNATED
WEEKEND UPGRADE PROGRAM

BROADCOM®
SOFTWARE

1   PROBLEM

On premise software upgrades are complex and high risk due to the importance of Broadcom Software to your operations. A failed upgrade is very costly, frustrating and leaves you on older code lines

Impact of running older code lines:

• Missing features & functionality
• Missing patches
• Hardware & software compatibility

Upgrades are typically performed on weekends, during low traffic periods, when the Support and Development teams are only staffed for Production Outage incidents

2   SOLUTION

Prior to the dedicated "Upgrade Weekend", provide reviews of your written upgrade plans, to allow time for revisions, helping to ensure a successful upgrade

Dedicated weekends to perform product upgrades. Fully staff Support and Development during those dedicated "upgrade weekends"

Improve the speed of L1 & L2 collaboration resulting in increased response times to your cases

Provide support for all severity upgrade-related cases, while providing proactive check-ins to answer questions and provide guidance

3   OPPORTUNITY

Reduce risk of production outages in your environments

Higher success rates that the upgrade will complete during your critical windows.

Faster consumption and adoption of new features and functionality found in the latest releases

Next Steps

→ **Discuss the Upcoming Weekend Upgrade Dates with your Account Team**

→ **Register Your Weekend Upgrade**

→ **Prepare a Written Upgrade Plan, at least 2 weeks in advance of your upgrade, in Preparation for your Pre-Upgrade Review call with the Support Team**

SUPPORT **BENEFITS**

STANDARD WEEKEND		DESIGNATED WEEKEND UPGRADE PROGRAM
One Support Engineer "On Call"	→	Support team staffed to work all upgrade issues
On Call Support Engineer to be paged	→	Support Engineers online and available as cases are created
Severity 1 production down ONLY support	→	All severity cases related to upgrade are handled
Development paged by Support Engineer for assistance	→	Development staffed and online for direct access to Support

POST **UPGRADE**

→ **What is the customer responsibility after the weekend?**

Customer to Inform L1 team and account team whether the upgrade was successful

Customer to provide any additional feedback about their weekend upgrade experience

About Us

Broadcom Software is one of the world's leading enterprise software companies, modernizing, optimizing, and protecting the world's most complex hybrid environments. With its engineering-centered culture, Broadcom Software is building a comprehensive portfolio of industry-leading infrastructure and security software, including AIOps, Cyber Security, Value Stream Management, DevOps, Mainframe, and Payment Security. Our software portfolio enables innovation, agility, and security for the largest global companies in the world.

For product information please visit our website at: software.broadcom.com