

Customer Information:

Designated Weekend Upgrade Program



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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

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

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

Designated Weekend Upgrade Program 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