DESIGNATED
SITEMINDER
UPGRADE WEEKEND

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PROBLEM

SiteMinder is a critical part of your business and we want to be sure your upgrade is successful. As a commitment to that success we are offering dedicated help during this upgrade weekend to support you. We want you to take advantage of all the benefits that come with a more current version and we know that unsuccessful upgrades can create added cost and frustration.

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

The Support Team will be hosting a dedicated SiteMinder upgrade weekend event from 6am to 6pm EST on **Saturday, December 2, 2023**, and **Sunday, December 3, 2023**.

During this weekend, the Support Team will be staffed to work all upgrade issues. The team will provide support for all severity upgrade-related cases, while providing proactive check-ins to answer questions and provide guidance.

Additionally, prior to the dedicated Upgrade Weekend, the team will review registered customer's written upgrade plans to help ensure a successful upgrade. Customers should submit these plans early to allow time for both review and revisions.

OPPORTUNITY

The Broadcom Software Dedicated Upgrade Weekend Program helps:

• Reduce risk of production outages in your environments

• Ensure higher success rates that the upgrade will be completed during your critical windows.

• Deliver new features and functionality to business for faster consumption and adoption

Next Steps

→ **Register for the December 2-3, 2023** [Siteminder Upgrade Weekend](#)

→ **Prepare a Written Upgrade Plan, at least 2 weeks in advance of your upgrade**

→ **Setup call with Support Team to review your plan**

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 handledt
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

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