



Enterprise Studio Support for Broadcom Software

Enterprise Studio Support for Broadcom Software offers you the support you need, when you need it so you can focus on business-critical activities. Our talented and experienced support team will work with you to listen and quickly resolve issues with a short track route of assistance in mind. Global support can assist you no matter where your resources or systems are located. Work with the team who knows your Broadcom software best.

Working with Enterprise Studio Support

How to Contact Support

The support portal allows you to self-register your account. Once registered, you will be able to submit cases against your company's entitled products to track and communicate information on your reported concern.

How to register on the support portal:

- Visit <https://hcl.wolkenservicedesk.com>
- If you do not currently have an account select 'Click to Sign-up'
- Provide details including site ID and "Create Account"

Note: Support Browser Versions: Firefox (All versions), Chrome (All versions), Safari (Version 12.0.2 (14606.3.4))

Registered users can contact support via the following methods:

- Submit a case through the support portal: <https://hcl.wolkenservicedesk.com>
- Call into one of the phone numbers listed below for Severity 1 cases. Please make sure to leave the best contact number for us to reach out if you record a voicemail.
 - 1-845-203-4325 (primary)
 - 1-669-467-1004 (back-up)

Please keep your site ID ready for quick process.

Business Hours and Languages

Support is available 24x5 (Monday to Friday) and for Severity 1 cases it will be 24x7. Currently English is the only supported language. **Issues are worked based on your local time zone.*



Support Offerings

The following information outlines the Support offerings currently available:

Standard Support	
Description of Features	Initial Response Goals for Support Cases
<ul style="list-style-type: none"> • Submit cases via Customer Support portal or phone (severity 1) <ul style="list-style-type: none"> ○ Unlimited number of cases • Engage with Customer Support 24x7 on Severity 1 cases • Download fixes and upgrades • Review self-help resources (Knowledge Base, Forums, Blogs) 	Severity 1: Within 1 hour (24/7)
	Severity 2: 2 Business Hours*
	Severity 3: 4 Business Hours*
	Severity 4: 8 Business Hours*

*Customer's local normal business hours, based on the time from an incident's submission online or telephonically

Severity Definitions

Review the details below to ensure that you set a priority on your case which matches the associated business impact.

Severity	Business Impact	Detailed Description
1	Critical	"Severity 1" should be used when the Customer indicates "system down" or a product or a product-inoperative condition impacting a production environment, such as (i) production server or other mission critical systems are down; (ii) a substantial portion of mission-critical data is at a significant risk of loss or corruption; (iii) a substantial loss of service; significantly impacts ongoing operations in a production environment, and in each of the foregoing situations if no workaround is immediately available.
2	High	"Severity 2" should be used for a high-impact business condition possibly endangering a production environment and essential operations are seriously disrupted.
3	Medium	"Severity 3" should be used for a low-impact business condition with a majority of the Product functions still usable; however, some circumvention may be required to allow the Product to operate
4	Low	"Severity 4" should be used for (i) a minor problem or question that does not affect the Product functions, (ii) an error in the Documentation that has no significant effect on operations; or (iii) a suggestion for new features or a Product enhancement

Best Practices when working with support

The following best practices have been proven to provide the quickest resolution times and overall best customer support experience:

- Submit one issue per case
- Specify the appropriate Severity
- Stay current on releases and fixes

- Include the following details when submitting a case via the portal:
 - Clear problem description including:
 - Expected behavior
 - Actual behavior
 - Symptoms
 - Steps to reproduce
 - Supporting documentation which may include:
 - Product log files
 - System log files including traces or error messages
 - Screenshots
 - Business Impact Details which may include:
 - Type of environment (Production, Test, Development, etc)
 - Specific target date(s) related to case (Go-Live, Project deadline, etc)
 - Number of users affected, frequency of issue, workarounds available

Scope of Support

The Support team is structured to provide remote problem determination and resolution for routine, product-specific, task-oriented questions regarding installation and product usage.

The following topics fall **in the scope** of what the Support team is structured to address:

- Providing solutions on Broadcom product related issues
- Provide work around if we don't have permanent solution
- Escalate and work with Broadcom support team to fix the product defects

The following topics fall **outside the scope** of what the Support team is structured to address:

- Support of any third-party software products, applications or services.
- Support for Customer or third-party custom code
- Support for Broadcom Software, including without limitation, additional functionality or releases beyond the version for which Broadcom Product is supported
- Onsite or customer site support is not provided under this scope
- Writing, debugging or troubleshooting custom code
- Training & education
- Support requiring skills outside the product knowledge
- For Broadcom SaaS related cases, we will redirect to Broadcom SaaS team and updates can be viewed from the support portal but Enterprise Studio does not own the case resolution

Escalation Process

If at any point in our support process, you feel we are not meeting our commitments to you (as outlined in this document), you may call our attention to such concern by pursuing one or more of the following

actions until such concern has been addressed:

1. Raise the severity of the case along with the details of the business impact of your problem to the support team
2. Raise a 'case concern' ticket in the support portal (Wolkensoft service desk ticketing tool), our support manager will reach out to you within 24 hours
3. If Severity 1, raise the priority of an existing case via telephone
 - 1-845-203-4325 (primary)
 - 1-669-467-1004 (back-up)

Support Guide Updates

We are constantly working to develop new services. We may also change our practices over time as our business and technology evolve, and this may involve changes to the way we provide services. As a result, we may update this Support Guide from time to time.

If we materially change our Support Guide, we will take steps to inform you of the change through notifications on our website. If you continue to use our websites, applications, and online services after the date any revised Support Guide comes into effect, you will be deemed to have read and agreed to the revised Support Guide.

About Enterprise Studio

Enterprise Studio by HCL Technologies is the leading provider and preferred services and education partner for Broadcom Enterprise Software solutions, and a leader in Agile transformation and DevOps consulting.

Whether you're an established Global 500 company or a new disruptive force in your industry, we can help you navigate complexities that come with competing in an inter-connected digital era.

We can help you achieve your desired business outcomes, quickly and confidently, by leveraging our team of seasoned technologists, coaches and educators and our power as a global solution provider and Tier 1 global value-added reseller of Broadcom CA Technologies enterprise and mainframe software.

To learn more visit: hcltech.com/enterprise-studio
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