

Enterprise Studio Support for Broadcom Software

July 2021



What We Provide

Care

- White Glove Treatment beyond the contract
- Support for Broadcom Products purchased through HCL's Enterprise Studio

Expertise

- Deep understanding of Broadcom Software
- Support experts with 5+ years of experience
- Using HCL's best practices and expertise
- Integrated systems for speed and consistency

Scale

- Global reach yet local presence
- Expertise (400+ Broadcom partner technical certified experts)



Contacting Enterprise Studio Support

Follow the steps in the KB Article for steps to register your account and log cases

<https://knowledge.broadcom.com/external/article?articleId=216949>

Telephone for Severity 1



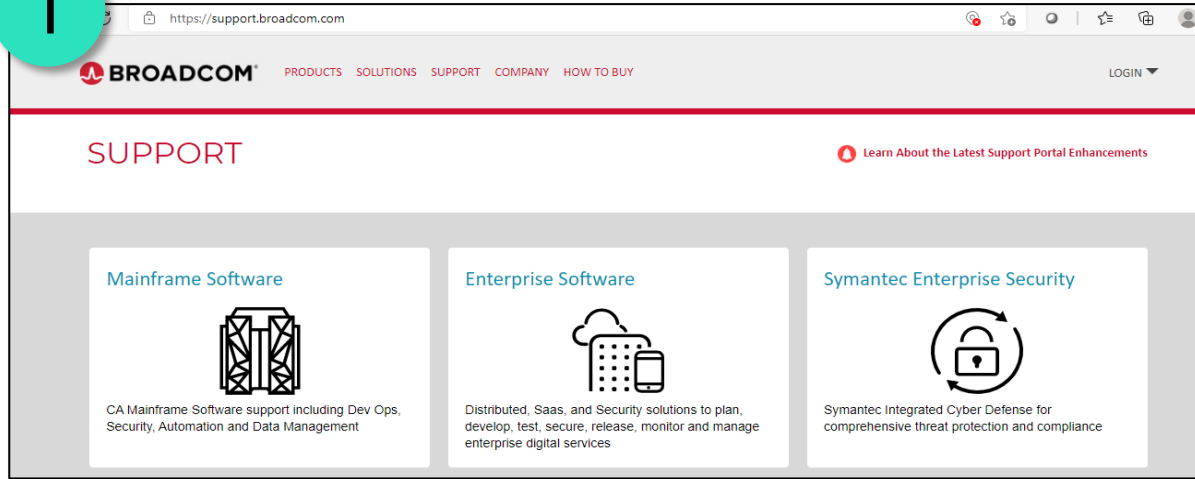
1-845-203-4325 (Primary)

1-669-467-1004 (Backup)

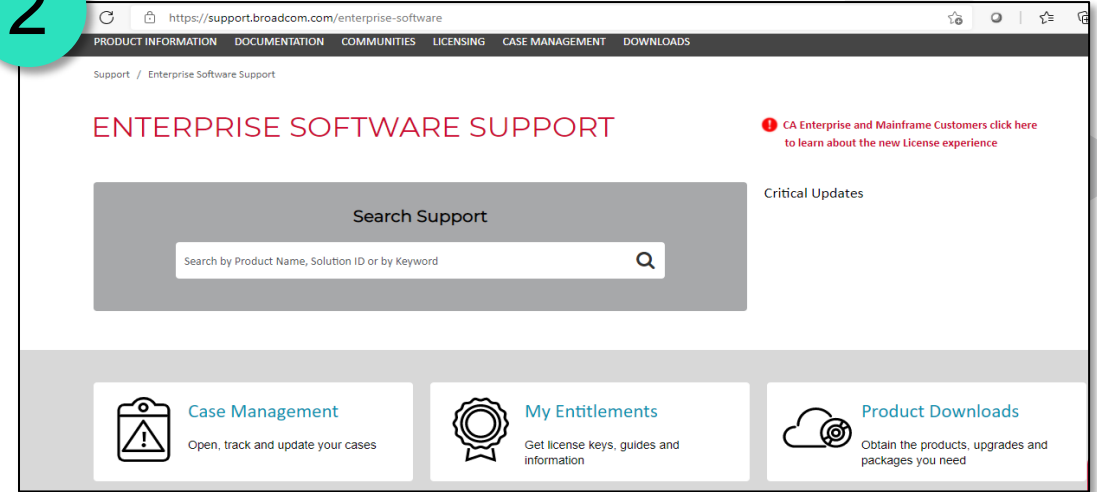
24/7/365 telephone support for severity 1 cases
24/7 access to log cases into support portal for any severity.
**Issues are worked based on your local time zone.*

How to Log Cases

1



2



3

The screenshot shows a table for CA Workload Automation AE licenses. The table has columns for Serial #, Contract Details, Start Date, End Date, Status, Case, Download, and License. A single row is visible with a "Click here" link under Contract Details, a start date of Apr 30, 2021, an end date of Apr 29, 2022, and a status of Active. A badge indicates "Supported by HCL TECHNOLOGIES LIMITED".

Serial #	Contract Details	Start Date	End Date	Status	Case	Download	License
	Click here	Apr 30, 2021	Apr 29, 2022	Active			

*Broadcom Site ID is provided with your license notification from Broadcom

Browser Preference:

Firefox : All versions, Chrome : All Versions, Edge, Safari (Version 12.0.2 (14606.3.4))

Note: All ticket updates and email notifications will be sent from "broadcom.product.support@hcl.com"

Definition of Severity Levels

Severity

1

Should be used when the customer indicates “system down” or a product or a product-inoperative condition impacting a production environment.

Severity

2

Should be used for a high-impact business condition possibly endangering a production environment and essential operations are seriously disrupted.

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.

Severity

4

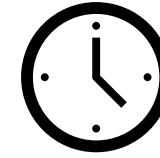
Should be used for a minor problem or question that does not affect the Product functions. Example, an error in documentation, suggestion or product enhancement.

BROADCOM AND ENTERPRISE STUDIO'S TICKETING SYSTEMS ARE FULLY INTEGRATED AND SEAMLESS— PROVIDING YOU WITH THE TICKET SYSTEM YOU ARE USED TO, BUT WITH THE SUPPORT OF OUR GLOBAL TEAM OF PRODUCT EXPERTS

Ticket SLO

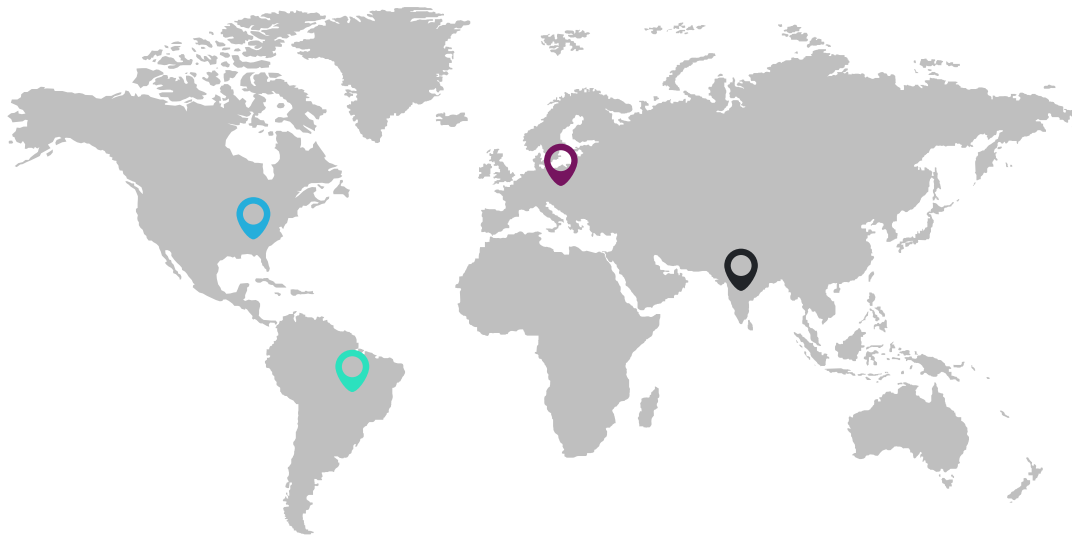
Severity	Initial Response Time
Critical – P1	1 Hr (24x7)
High – P2	2 Business Hours
Medium – P3	4 Business Hours
Low – P4	1 Business day

Response SLO



1
Created
Owner: _Blank
Initial triaging of the ticket

2
Ownership taken
Owner: Named Analyst



Scope of Support

- 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

Out Of Scope for Support

- Support for any Customer or Custom Code
- Writing, Debugging and Developing Custom Code
- Support for Third-party Products or Applications (not Broadcom)
- Support for out of support Broadcom Software, including without limitation, additional functionality or releases beyond the version for which Broadcom Product is supported

For additional details on Broadcom Software Support , Please visit:

<https://www.hcltech.com/enterprise-studio/Broadcom-software-support>



ANY QUESTIONS?



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