



Success Manager

for Enterprise Support Plus for Broadcom Enterprise Software

Success Manager Service Description

The ENTERPRISE STUDIO BY HCL TECHNOLOGIES service(s) (“ENTERPRISE STUDIO Service”) listed below is provided under the following terms and conditions in addition to any terms and conditions referenced on the ENTERPRISE STUDIO quote or other transaction document entered into by you and the ENTERPRISE STUDIO entity (“ENTERPRISE STUDIO”) through which you obtained a subscription for the ENTERPRISE STUDIO Service (hereinafter referred to as the “Agreement”). These terms shall be effective from the effective date of such ordering document.

This Service Description describes Enterprise Support Plus for Broadcom Enterprise Software –Success Manager – ESP-SM (“Service”). All capitalized terms in this description have the meaning ascribed to them in the Agreement (defined below) or in the Definitions section.

1.1 Technical Business Functionality and Capabilities

Service Overview

This document describes the services (the “Services”) which are performed by a Success Manager (“ESP-SM”). The ESP-SM serves as a single point of contact to assist the Customer with its ENTERPRISE STUDIO solution lifecycle and to manage its technical support experience. ESP-SM Services include account management, case management and lifecycle planning for Customer’s Eligible Solutions, as further defined below. The ESP-SM also assists Customer to drive feature adoption and maximize usage of its Eligible Solutions based on success factors established in cooperation with Customer.

Service Features

The ESP-SM will provide all Account Management, Case Management and Lifecycle Planning services while also serving as a conduit for the technical support services provided for eligible Broadcom Enterprise Software Solutions, as further defined below. The ESP-SM will provide information related to open technical support cases as well as product information, industry trends, threat information, best practices, and other related information during the term of the Services. All services are delivered from remote location and English language is used for business communication.

Account Management:

- **ESP-SM:** Customer will be assigned a named ESP-SM who will serve as Customer’s primary account contact for the Services during Local Regional Business Hours. This named ESP-SM is a shared resource and may be assigned to other customer accounts. A single non-dedicated ESP-SM provides, on average, up to four (4) hours of Services per week during Local Regional Business Hours over an annual term. If Customer’s Services’ requirements are above (or exceed) such average, then Customer must contact its account manager or its chosen reseller to purchase additional separate Services.

- **Monthly Standard Support Case Reporting:** The ESP-SM will provide monthly reports on Customer's technical support case history to help identify technical support issues and trends and to discuss potential areas of improvement with Customer. This monthly report will be provided by the ESP-SM remotely.
- **Quarterly Reporting and Review:** The Monthly Standard Support Case history reporting will be summarized on a quarterly basis to help identify technical support issues, trend and Customer concerns and to discuss potential areas of improvement and make recommendations. The quarterly review also addresses Customer's business requirements, including overall Service experience and Service consumption, and how ENTERPRISE STUDIO is performing against them, and provides insight on the global security threat landscape. This review will be provided by the ESP-SM remotely.

Case Management:

Resourcing Availability: The ESP-SM will be available during Local Regional Business Hours.

Escalation Assistance: During Local Regional Business Hours, the ESP-SM will assist with any technical support case escalations, regardless of severity on behalf of Customer for the Eligible Solutions. Outside of Local Regional Business Hours, these situations will be handled via Broadcom Enterprise Software solutions Technical Support <https://www.broadcom.com/support/software/contact>

- **Escalation Updates, Actions, and Management Calls:** After Customer has logged a Severity 1 technical support case, the ESP-SM will be notified by the technical support engineer and will then serve as the point of contact for providing technical support case management assistance to Customer during Local Regional Business Hours. The ESP-SM will monitor the technical support case to provide Customer with updates on the status of the case. The ESP-SM will determine if it is necessary to outline a technical support action plan for issue resolution and provide this to the Designated Contacts.

Lifecycle Planning:

- **Patch and Fix Updates:** The ESP-SM will notify Customer if bug fixes or patches for the Eligible Solutions become available.

Broadcom Enterprise Software solutions Technical Support:

All product specific fixes, releases, patches, documentation, and tech support will continue to be provided by the Broadcom support service.

- **Broadcom Support Portal:** Customer will have access to the Broadcom Support Portal account management website at: <https://www.broadcom.com/support/software/contact>, where current license and product information can be obtained.

1.2 Customer Responsibilities

ENTERPRISE STUDIO can only perform the Service if Customer provides required information or performs required actions, otherwise ENTERPRISE STUDIO's performance of the Service may be delayed, impaired or prevented, and/or Customer may lose eligibility for any Service Level Agreement.

- **Service Availability:** Customer must have the right to use the Eligible Solutions, as well as a current Maintenance/Support subscription for all Eligible Solutions, for which these Services can be provided. ENTERPRISE STUDIO is not obligated to provide any credits, refunds or extensions of Services when Services are suspended for Customer's failure to maintain current Maintenance/Support for the Eligible Solutions.
- **Covered Product(s):** Customer must periodically review the list of Covered Product(s) with the ESP-SM, which may be revised by ENTERPRISE STUDIO from time to time, without notice to Customer. If ENTERPRISE STUDIO adds product(s) to such list, the added product(s) shall be automatically included without payment of additional Services fees. ENTERPRISE STUDIO may also remove components and/or products from Covered Product Families or product suites at any time to reflect changes in ENTERPRISE STUDIO's product and services offerings.

1.3 Additional Terms

Purchase Conditions. Premium Support is not a substitution for entry-level Maintenance/Support. All Eligible Solutions therefore must be covered with valid entry-level Maintenance/Support when purchasing Premium Support.

No Auto-Renewal. Notwithstanding anything to the contrary in the Agreement, there is no automatic renewal of the Services. Before the Service term expires, Customer must contact its account manager or its chosen reseller to renew the Services.

Customer Use Only. Customer is permitted to use the Service solely for Customer's own business purposes. Customer agrees not to resell, sublicense, lease, or otherwise make the Service and associated documentation available to any third party.

Service Providers. Customer may only provide the Services for the benefit of its own end user customers or unaffiliated third-parties provided it has separately received authorization to do so in writing by ENTERPRISE STUDIO and it purchases individual subscriptions to the Services for each of its end user customers.

Compliance with Laws. Customer shall comply with all applicable laws with respect to use of the Service.

1.4 Definitions

“Covered Product(s)” means the then current Broadcom Enterprise Software solutions, identified by Solution Family, at the following [URL](#).

“Designated Contacts” means any employees, affiliates, contractors, or third-party outsourcers which Customer designates to be a point of contact to ENTERPRISE STUDIO for the Service who act under the responsibility of Customer.

“Eligible Solutions” means any combination of individual Covered Products from the Covered Product(s) list for which Customer holds a valid right to use and has a current Maintenance/Support subscription for such Covered Product(s).

“Local Regional Business Hours” means standard regional business hours and days of the week, excluding weekends and local public holidays. In most cases, “business hours” mean 8:00 a.m. to 5:00 p.m. from Monday – Friday in the local time zone as selected by the Customer.

“Online Service Terms and Conditions” means the Online Services Terms and Conditions located at or accessed through <https://www.broadcom.com/company/legal/licensing> and <https://www.hcltech.com/enterprise-studio/Broadcom-software-support>

“Order Confirmation” means a receipt confirming the Service Customer has acquired as issued by CA.

“Technical Support Terms and Conditions” means the Technical Support Terms and Conditions located at or accessed through and <https://www.hcltech.com/enterprise-studio/Broadcom-software-support>

About Enterprise Studio

[Enterprise Studio](#) by HCL Technologies helps you make the connections between IT and business that optimize time and multiply value so you can realize full potential across your organization. Our seasoned technologists, coaches, and educators can help you unlock value from existing IT investments to become a stronger, more adaptive organization – in part by leveraging a BizOps approach so that IT outputs are strongly linked to business outcomes.

We are the leading provider and services partner for Broadcom and Symantec enterprise solutions, so 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 are also a global solution provider and Tier 1 global value-added reseller of Broadcom CA Technologies and Symantec enterprise software.

Many of our experts at Enterprise Studio are from the former professional services units of CA Technologies and Symantec. For decades, our teams have supported and help lead organizations to innovation using powerful enterprise software solutions and cutting-edge methodologies – from business and agile management to security, DevOps, AIOps, and automation.

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

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