

# Enterprise Studio Support for Broadcom Software

---

August 2020



# 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

## Support Portal:

<https://hcl.wolkenservicedesk.com>

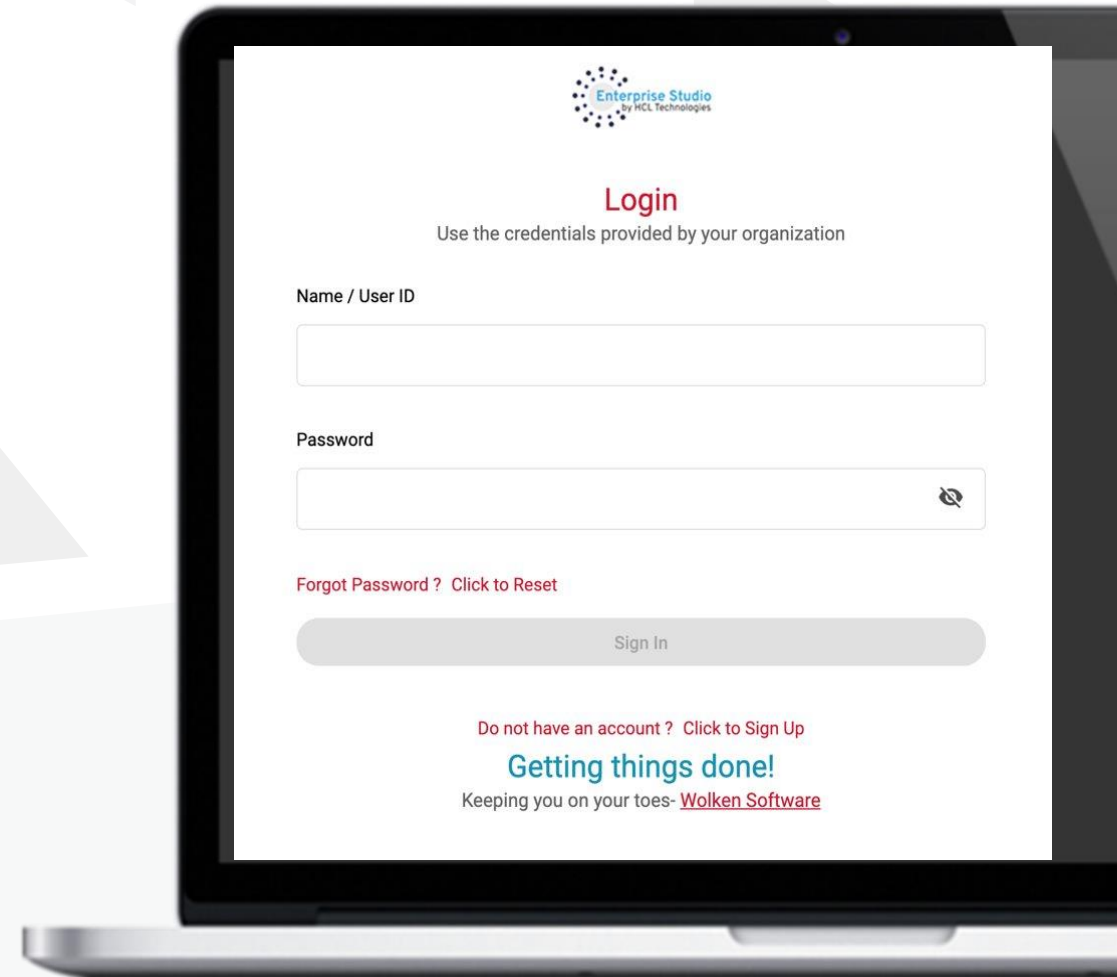
## Telephone for Severity 1



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.*



**HCL**

Copyright © 2020 HCL Technologies Limited | [www.hcltech.com](http://www.hcltech.com)

# Registration and Accessing the Support Portal

## Customer Registration

- Visit <https://hcl.wolkenservicedesk.com>
- Do not have an account then 'Click to Sign-up' - Broadcom site ID required\*
- Provide details including site ID and "Create Account"
  - *You will receive registration submission notification*

## User ID and Password :

Customer will receive email notification with User ID and password details, after registration is approved.

## 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](mailto:broadcom.product.support@hcl.com)”

\*Broadcom Site ID is provided with you license notification from Broadcom

# 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.

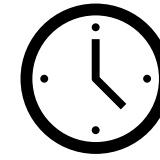
BROADCOM AND ENTERPRISE STUDIO'S TICKETING SYSTEMS ARE FULLY INTEGRATED AND SEAMLESS— PROVIDING YOU WITH THE TICKET SYSTEM YOU ARE USED TO, BUT WITH THE SUPPORT OF OUR GLOBAL TEAM OF PRODUCT EXPERTS

# Ticket SLO

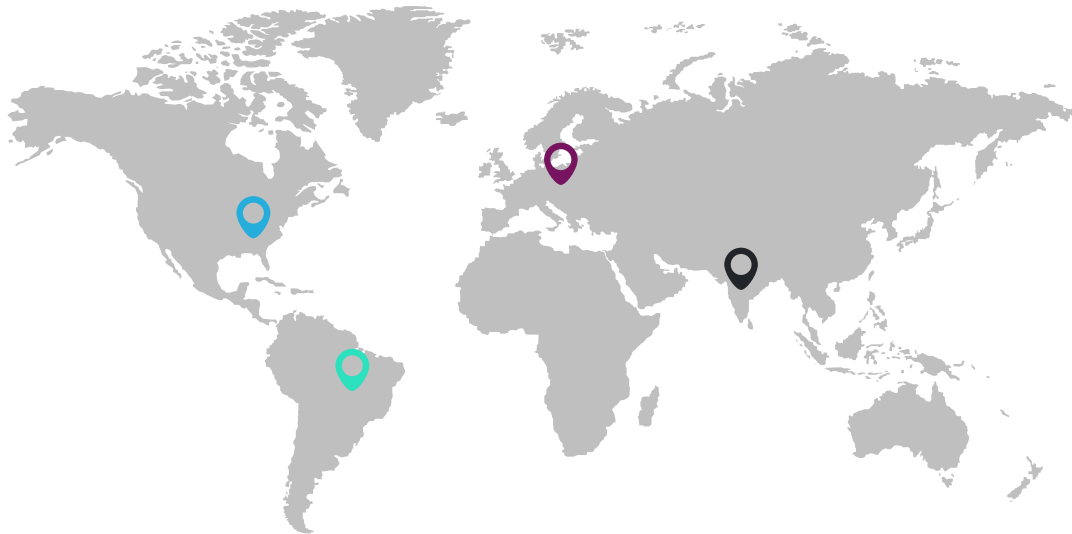
Severity	Initial Response Time
Critical – P1	1 Hr (24x7)
High – P2	2 Business Hours
Medium – P3	4 Business Hours
Low – P4	1 Business day

## Response SLO

2  
**Ownership taken**  
Owner: Named Analyst



1  
**Created**  
Owner: \_Blank  
Initial triaging of the ticket



For additional details on Broadcom Software Support , Please visit:

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

Please contact [ES-Support@hcl.com](mailto:ES-Support@hcl.com) for further inquiries on supported products



**ANY QUESTIONS?**



**HCL**

Copyright © 2020 HCL Technologies Limited | [www.hcltech.com](http://www.hcltech.com)



***HCL***

[www.hcltech.com](http://www.hcltech.com)

\$9.9 BILLION | 150,000+ IDEAPRENEURS | 46 COUNTRIES