Customer Pre-Upgrade Review Program

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Current State

Existing pre-upgrade support program for core customers

Pre-Upgrade Support Program

- Enterprise Software Customers

- Preparing Customers for Upgrades
  - Pre-Upgrade Review
  - Written Plan Review & Prerequisite Review
  - Hot Site Setup
  - Internal Support Awareness

The Pre-Upgrade review was able to show what needed to be concentrated on and what could be an issue within the upcoming upgrade. This helped in reinforcing what parts of the upgrade could be problematic and to create procedures that mitigated that possible issue...

- Raymond James Financial

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Pre-Upgrade Review with Partners for Non-Core Customers

Program that builds on proven success

Pre-Upgrade Support for Partners

Wolken Integration & Hot Site

Professional Services Enhancement

BROADCOM SOFTWARE | EXPERT ADVANTAGE PARTNER PROGRAM

Driving Successful Customer Outcomes

For Our Customers
– Better Experience
– Reduces Risk
– Improves Time-to-Value

For Our Partners
– Synergistic Support
– Sharing Best Practices
– Services Value-add

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Pre-Upgrade Review with Partners for Non-Core Customers

Leverages established processes and tools

Pre-Upgrade Support for Partners

Wolken Integration & Hot Site

Professional Services Enhancement

BROADCOM® SOFTWARE | EXPERT ADVANTAGE PARTNER PROGRAM

Driving Successful Customer Outcomes

Get Ahead of Pitfalls
- Uses Wolken
- Customer Hot Site
- Increased Support Awareness
- Faster Problem Resolution

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Pre-Upgrade Review with Partners for Non-Core Customers
Opens engagement possibilities

Pre-Upgrade Support for Partners

Wolken Integration & Hot Site
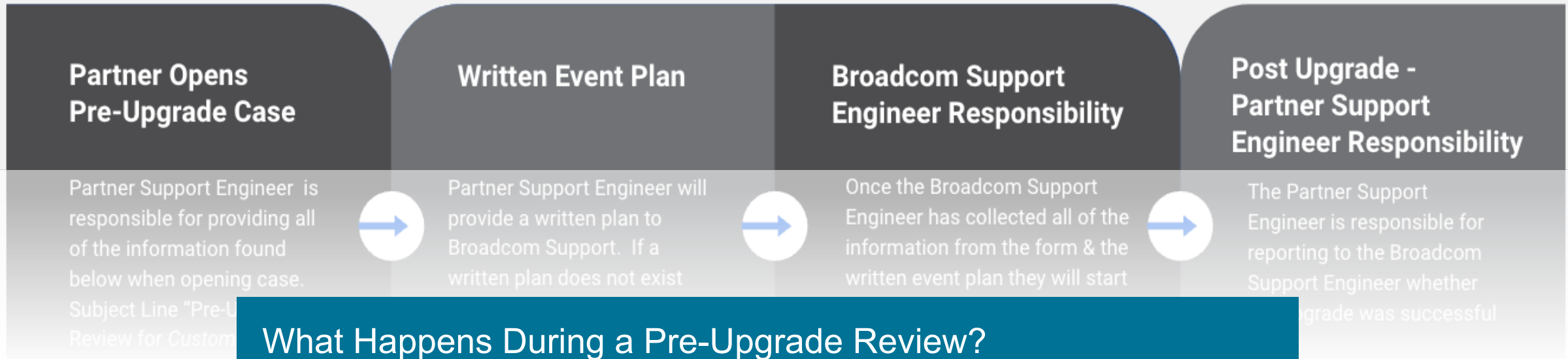
Professional Services Enhancement

BROADCOM SOFTWARE | EXPERT ADVANTAGE PARTNER PROGRAM

Driving Successful Customer Outcomes

Expert Advantage Partners
- Better CX Engagement
- More Services Opportunities
- Customer Referrals by Support

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EAP Pre-Upgrade Review
Established Workflow

Partner Opens Pre-Upgrade Case

Partner Support Engineer is responsible for providing all of the information found below when opening case. Subject Line "Pre-U... Review for *Custom...*

Written Event Plan

Partner Support Engineer will provide a written plan to Broadcom Support. If a written plan does not exist

Broadcom Support Engineer Responsibility

Once the Broadcom Support Engineer has collected all of the information from the form & the written event plan they will start

Post Upgrade - Partner Support Engineer Responsibility

The Partner Support Engineer is responsible for reporting to the Broadcom Support Engineer whether ...grade was successful

What Happens During a Pre-Upgrade Review?

- Review written upgrade plan, discuss suggested changes or additions
- Ensure customer has backups (databases, customizations, etc.)
- Support Team reviews the Pre-Upgrade Checklist with the partner
- Collaboratively decide if prepared for the upgrade

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EAP Pre-Upgrade
Get started

Partner Opens Pre-Upgrade Case

Expert Advantage Partner is responsible for providing the case information by opening a Support Case in Wolken and attaching the Pre-Upgrade review form which embeds the customer's Upgrade Plan and site-specific variables.

Download & Provide PDF

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Products | Solutions | Support and Services | Company | How To Buy

Kevin Mik...

- The implementation of the new Digicert Intermediate CA certificate (impacting Mainframe customers) originally scheduled to go-live on Friday April 29, 2022 has been rescheduled to Friday July 9, 2022. Click HERE to learn more.

My Dashboard
My Entitlements
My Downloads
My License Keys
My Cases
My Tools
Documentation
Security Advisories
Communities
All Products

My Dashboard - Agile Operations Software

Search the entire site   **Search**

Technical Documentation   Visit Tech Docs

Trending | Latest

Route via HTTP(S) Assertion	API Gateway
Transport Layer Context Variables	API Gateway
Clarity: Enter Hours and Submit a Timesheet	Clarity
Input/Output Cluster Properties	API Gateway
HTTP Routing Response Codes	API Gateway

Critical Alerts   View All

- IXP11.4.0-GA-Patch#4 - Cumulative Fixes
- Broadcom Support Portal IP Address Update and Potential Service Interruption
- Broadcom Response to Spring4Shell Vulnerability
- End of Life Announcement for BlazeMeter and Runscope Services
- 12.3 Cumulative Patch

Quick Links
Product Lifecycle

Case Creation (Created By : Mathew Arnell)   Submit | Reset

Select Case Type
Broadcom Standard

Case Origin
Case Management System

Contact Name *
Please select SiteID to get Contact Name

Product *
Please select SiteID to get Product Name

Serial Number
Please select SiteID and Product get Product Name

Owner
Please type min 3 characters to filter Owner

Subject *

Description   0/700

File Edit View Insert Tools Table

Site Id *
Please type min 3 characters to Filter PartyName or PartySiteNumber

SiteID Name

Prod Release *

Severity *

EXPERT ADVANTAGE —
CUSTOMER-BROADCOM SOFTWARE SUPPORT PRE-UPGRADE REVIEW

Welcome to the Expert Advantage Partner Upgrade Support Program — this program is designed to improve your customer's upgrade experience and ensure a successful upgrade of their Broadcom Software product. Our experience has shown that customers receiving this level of care prior to their upgrade results in fewer production down and other issues during and after the upgrade, derive more value from their applications faster, and report a much higher customer satisfaction score.

Partners should use this form to capture the necessary information needed for Broadcom Software Support to prepare for a conversation regarding their customer's goals, environment, and upgrade timing. The information must be attached to a Wolken support case created by the partner on behalf of the customer. It initiates the knowledge transfer via Run Books and KB Articles, a partner 1:1 call with Support, and creating a customer Hot Site.

Getting Started — The Basics

All cases are opened through the Broadcom Software Support Portal or by calling GCA.

1. Open a support case with Broadcom Support using the Wolken system on behalf of the customer; attach this form within the case you create. Open your case here: xxx.xxxx@broadcom.com

2. Once the case is created, with this form attached, Support will review and schedule time with you to discuss the upgrade in detail, check for potential tips and traps, help prepare you for the upgrade event, and set up a Hot Site for the upgrade. If you do not currently have a written plan please review the KB Articles and Run Book links provided below in order to create the event plan prior to case creation.

3. Support will provide technical expertise to partners using normal support escalation processes during the upgrade event.

On behalf of*
[type the customer's name]

On behalf of*
[type the customer's site ID, if known]

Description of the Upgrade Event*

Product Name*   **Current Version***   **Upgrade Version***

Describe the Current Environment*
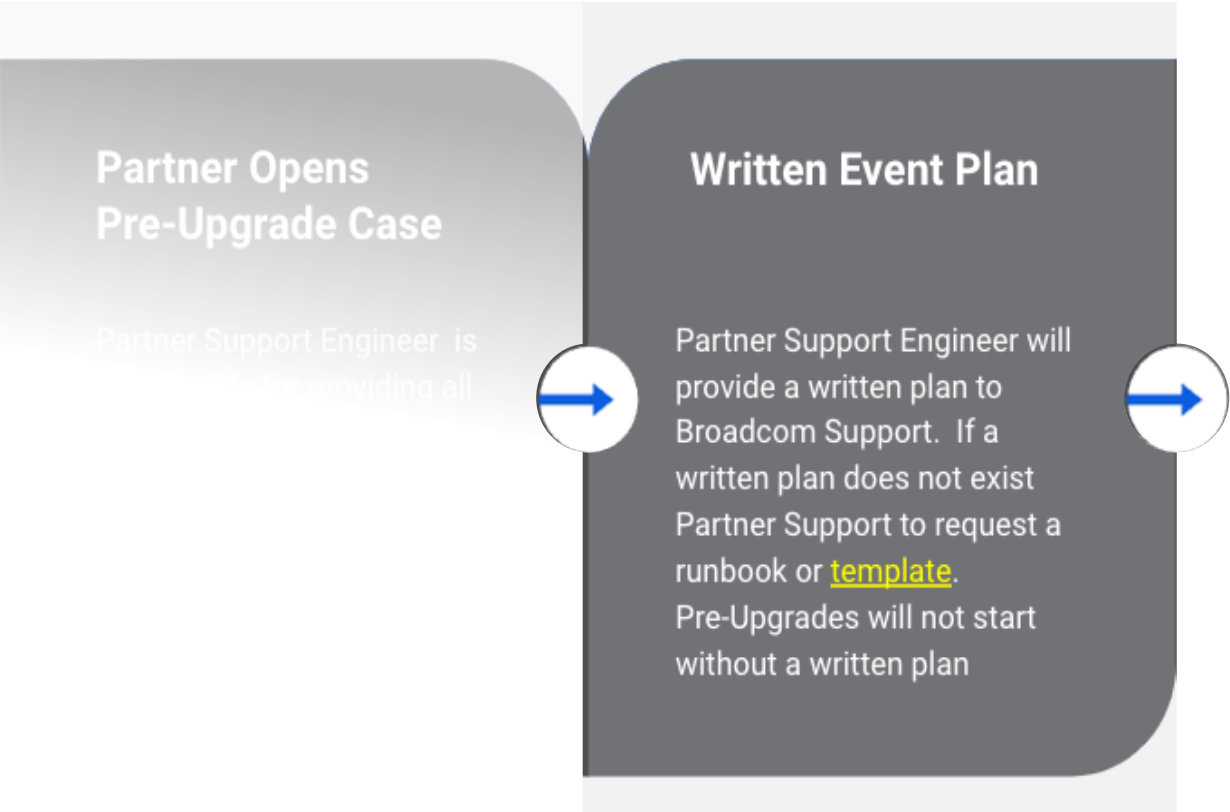[size/scale, on-premise/cloud, impact, etc.]

*Required

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EAP Pre-Upgrade Review - Workflow

Knowledge exchange

https://knowledge.broadcom.com/external/article?articleId=244150

EAP Pre-Upgrade Review - Workflow

Personalized review & internal Support awareness
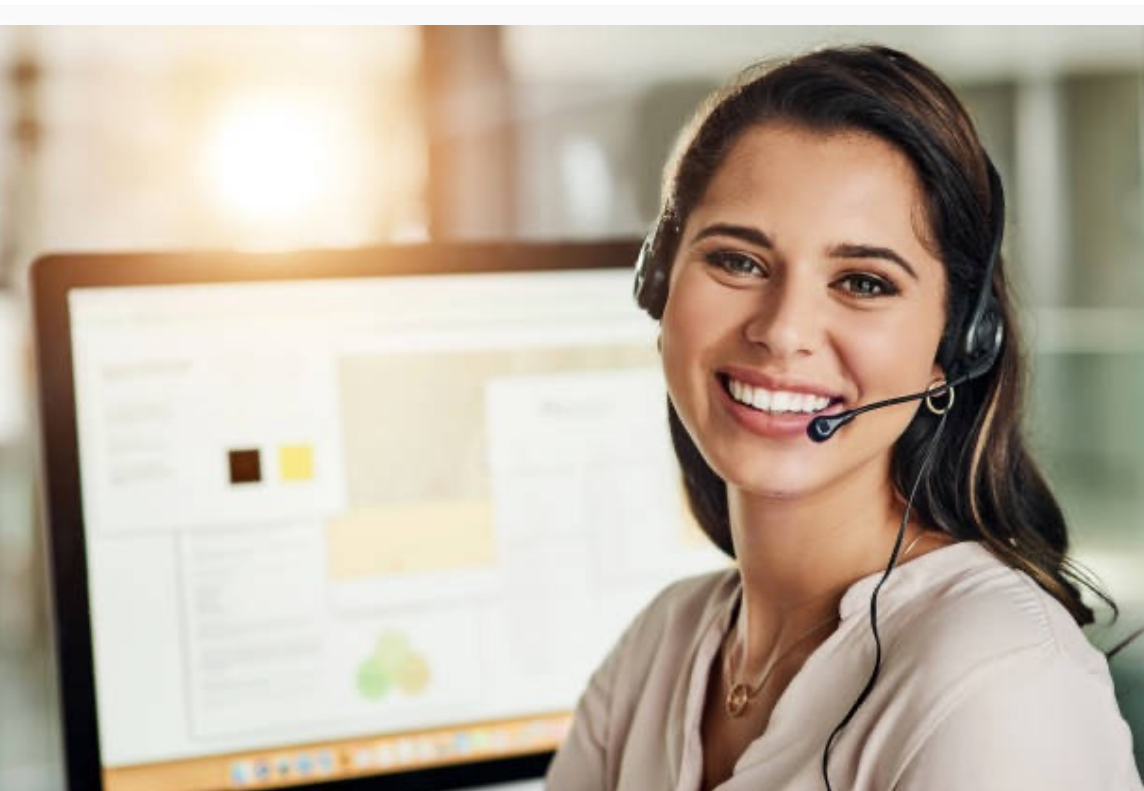
Broadcom Support Engineer Responsibility

Once the Broadcom Support Engineer has collected all of the information from the form & the written event plan they will start the Hot Site process & schedule the pre-upgrade review with the team performing the upgrade

1:1 Meeting with Support
Reviewing Plan & Prerequisites
Create Customer Hot Site

Troubleshooting Support

Weekdays – Standard Support
Weekends - Sev1, on-call

Advantage to Partners:
Heightened awareness of the Event for the Call Center, Support & Engineering

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EAP Pre-Upgrade Review - Workflow

Close the case

roadcom Support
ngineer Responsibility

Once the Broadcom Support
Engineer has collected all of the
information from the form & the

**Post Upgrade -
Partner Support
Engineer Responsibility**

The Partner Support
Engineer is responsible for
reporting to the Broadcom
Support Engineer whether
the upgrade was successful

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# Roadmap - Launch & Expansion

Graduated growth of the program

- Phase I – July
  - **Open to Expert Advantage Partners, globally – July 11th**
  - Supported Products - Enterprise Software

- Phase II – This Quarter
  - Add Symantec Cybersecurity products
  - Consider including EAP in Weekend Support sessions

- Phase III – This Year
  - Enable for Advantage Partner Program
  - Larger global scale around product release cycles

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Resources

Finding videos and the Pre-Upgrade PDF

- Partners: Partner Portal => CA Tech Page

- Partners: Partner Help Desk / Broadcom Support

- Internal Broadcom: SRC – Sales Resource Center/Partners/Programs
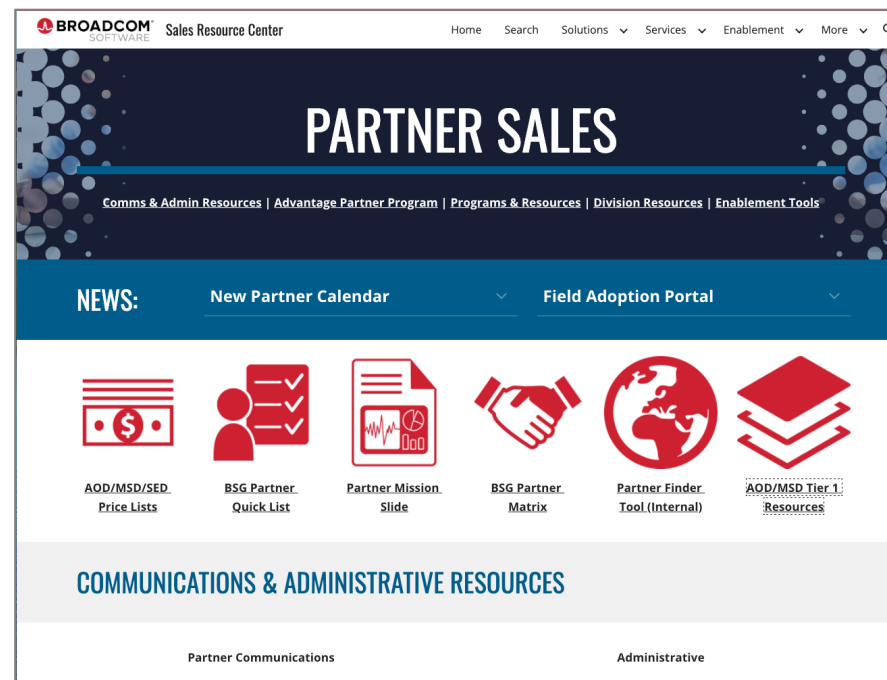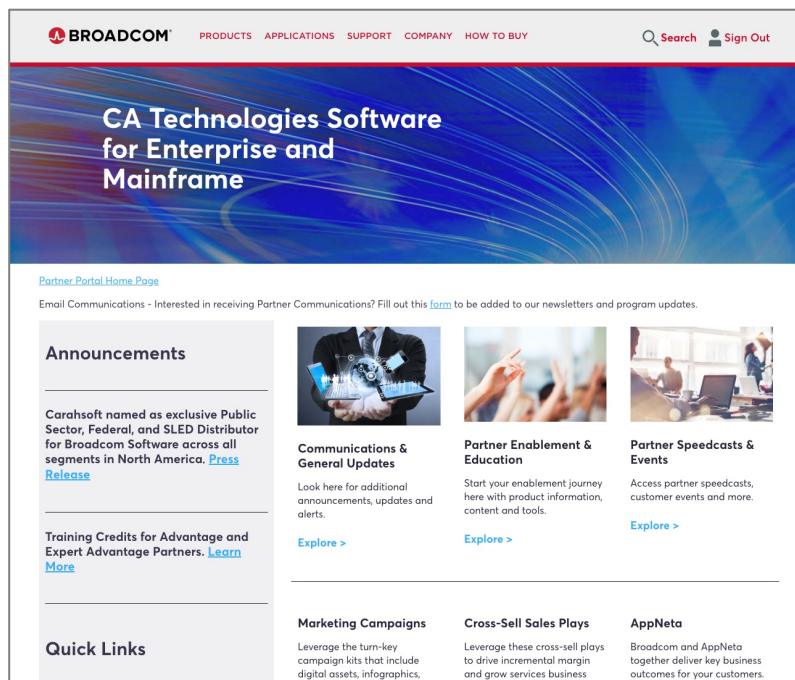
Recognizing the Crew

Adding value to the Expert Advantage Partner Program

- Mathew Arnell
- Rich Carlson
- Guy Evans
- Kevin Harrison
- Matt Johnson
- Edmund Jones
- Troy Rondeau
- Ruth Wunderle

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