VMware by Broadcom Support Resource Guide

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Pre-Sales Support

Our Focus Areas

Scoping calls
- Requirements Call Support
- Ease of Doing Business
- Standard Measurement Systems and Metrics
- Cross-Sell/Up-Sell

Define requirements
- Product and Solution Knowledge
- Multi-Vendor Solutions
- Enabling Internal Teams to Promote Services
- Promote Demos/Internal Training

Design creation
- Provide Detailed Bill of Materials (BOM)
- Focus on Accuracy
- Specific Vendor/Partner SLAs
- Business Leader Metrics
- Customer Segment Reviews
- Technical Certification Management

Solution enablement
- Hosting Webinars, Training, Technical Business Development
- Custom Partner Enablement
- Showcasing Product Highlights
- Certification Preparation

Solution architecting
- Joint Discovery Call Support
- Identify End-to-End Services
- Complex Solution Creation
- Providing Demos for Proof of Value, On-Hands Education, Testing of a Specific Environment

Technical development
- Vendor Roadmap Planning
- Reseller Engaged Delivering Vendor Programs and Training
- Attending Technical Conferences and Partner Meetings
- Proactive Vendor Engagement (Customized Vendor Education for Vendors Who Don't Have)

Pre-Sales Support

Training and Education
We have 225+ engineers with over 4,000 combined certifications available to train on specific vendors, products or consult and guide you in securing your own certifications.

Design/Assessments
When you need certainty in your bill of materials (BOM), our team is available to assist you in validating your build. Unsure of end of life (EOL)? Unsure of compatibility? Let us help.

Proof of Concept/Demo
For several of our key vendors, we hold an inventory of demo products accessible to you. In addition to the demo pool, we have a lab of equipment set up for virtual demos.

Joint Calls
Everyone needs backup. Our engineers are ready, willing and able to join your customer calls to assist in scoping or addressing questions and concerns.

Training and Enablement

Authorized VMware VATC

Exit Certified offers certified VMware training courses. If you're looking to learn vSphere, vSAN, NSX, vCloud or another VMware technology, you've come to the right place.

Exit Certified has instructor-led classes, as well as virtual and self-paced classes should you wish to avoid the hassle of traveling. Our courses can help you build the skills and experience you need to successfully design, operate and evolve your cloud environment.

To learn more about these opportunities, contact Tom Peters at **TDEducation@tdsynnex.com** or click **here** to visit our site.

Partner Technical Training and Demo Centers

Helping you create a technically enabled channel around your solutions and services

Academy / Exit Certified

Approved vendor courses helping individuals in technical functions work toward and maintain certifications

59 Certified instructors

15 Vendor-authorized training centers

Multiple Awards

Tools, Resources and Centers of Excellence

- Proof of concept
- 175+ Hands-on demos
- Pre-sales
- Guided solutions training
- Sandboxing
- Integration, implementation and configuration
- Ongoing management and patching
- Post-sales technical support

Solution Center

State-of-the-art, interactive and immersive environment to train in data center

- Vendor agnostic
- Custom training
- Demonstrate installed vendor technology
- Remote access to virtual range

TD SYNNEX Cyber Range

An interactive and immersive environment to train, demonstrate and engage partners and their customers using the most advanced technologies, processes and techniques in cybersecurity. Check out a few of our virtual offerings as well, including an intro to the Cyber Range and a Virtual Tour (under About Us).
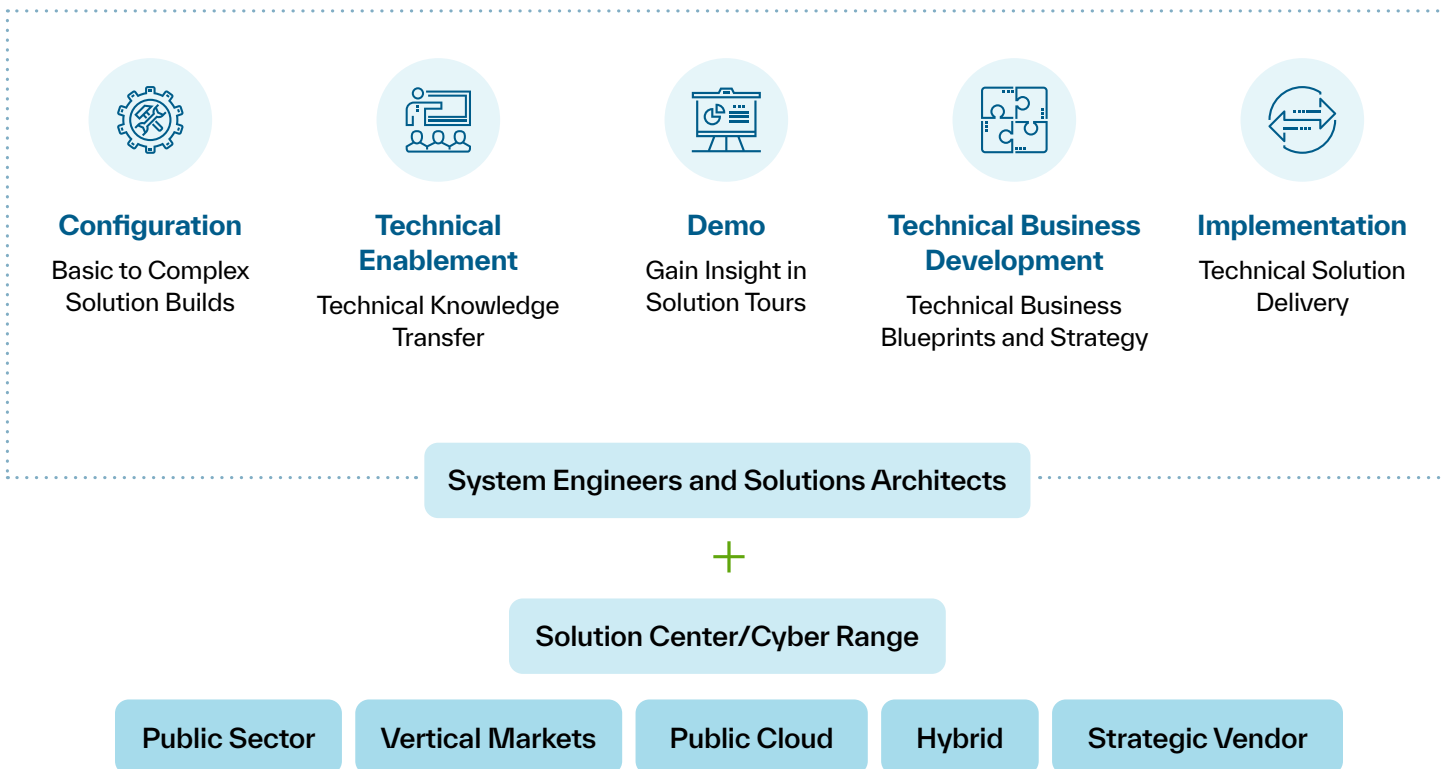
Customer Engagement

- Understand security offerings.
- What is the need?
- What is the investment?
- Why change?
- How do we implement solutions?
- Find the best product fit.
- What is the process?
- Understand the audience.

Offerings

- Demonstrations
- Engagements
- Trainings
- Experience
- Understand the "why and how"
- Interactive
- Virtual events
- In-person events

- Remote access
- 4,500 square feet Cyber Range
- Cyber Data Center
- Eight digital displays for marketing
- 30+ Stage lights
- Accommodates up to 75 people

Specialized Technical Enablement

The skills, experience and tools required to build advanced IT solutions for even the most demanding customers.

Configuration
Basic to Complex Solution Builds

Technical Enablement
Technical Knowledge Transfer

Demo
Gain Insight in Solution Tours

Technical Business Development
Technical Business Blueprints and Strategy

Implementation
Technical Solution Delivery

System Engineers and Solutions Architects

+

Solution Center/Cyber Range

| Public Sector | Vertical Markets | Public Cloud | Hybrid | Strategic Vendor |

Solutions Enablement Support

For any demo or training requests, reach out to **SEVMware@tdsynnex.com**.

Our virtual demos and sales trainings allow your team to experience products in a virtual lab environment — anytime and anywhere.

Eligible Solutions
- VMware Cloud Foundation (VCF)
- NSX component TBD
- VMware vSphere Foundation (VVF)
- VMware vSphere
- VMware vSAN
- VMware Tanzu
- VMware SD-WAN

Demo Capabilities
- Individual Demo
- Group Demo
- Weekly Flash Demos

VSP/VTSP Accreditations
- Individual Trainings
- Group Trainings
- Live sales and technical bootcamps
- Recorded Trainings Are Also Available

Deployment Services

Deliver Complete VMware Solutions to Your Customer!

How? Partner with TD SYNNEX ServiceSolv

Easy to buy, easy to sell with TD SYNNEX ServiceSolv. Our mission is to provide our partners access to an extensive portfolio of services to help create, augment or extend their services practice. Our goal is to deliver a services outcome that leads to successful and repeatable customer experiences for our partners and their end users.

Grow Your Reseller Margins

ServiceSolv®

Add Services to:

VMware Cloud Foundation (VCF) and

VMware vSphere Foundation (VVF)

Expand Your Geographic Reach

Deployment Services Offered:

- Consulting and Vulnerability Assessments
- Customized Design Services
- Network and Security Configuration
- Data and Workload Migration Services
- Multi-Cloud Integration Services
- Administrator and End-User Training

Our VMware by Broadcom Support Services

Expert Advantage Technical Support

- There will be no change to the customer support request process
- 100+ dedicated engineers supporting TD SYNNEX VMware globally
- 30+ certified engineers supporting your commercial end users
- Direct line available for escalation support
- Access to TD SYNNEX Solution Centers, Partner Labs and Program Certifications

Support Service Features

- Submit cases via Customer Support portal or phone
- Engage with Customer Support 24/7 on Severity 1 cases
- Download fixes and upgrades
- Review self-help resources

Initial Response Support

- Severity 1: within 30 minutes (24/7)
- Severity 2: two business hours
- Severity 3: four business hours
- Severity 4: one business day

Scope of Support

- Portal access issues
- Solutions for product issues
- Provide workarounds
- Escalate to fix product defects

Have questions about the program? Email **TeamVMware@tdsynnex.com**.

Support Services

VMware by Broadcom Support Resources

TD SYNNEX works in partnership with Broadcom to provide technical support for eligible customers/products. Non-technical support is delivered via Broadcom (details below).

Register in the Broadcom Support Portal

- Register in the Broadcom Support Portal and build a profile

- Non-corporate domains like Gmail/Hotmail emails will not be supported

- All registered email domains must match the contract

Open a Support Case

- For non-technical support issues, contact GCA

- Submit a Technical Support Case in the Broadcom Support Portal

- Creating cases requires a Support Site ID

Escalation Process

- Raise a Case Concern in the Broadcom Support Portal

- Escalation handling is based on the Support Definition targets (see table on page nine for more information)

- Ensure the given time has elapsed before submitting a Case Concern

- Raising a concern is only available for cases created in the Broadcom Support Portal

Guided Steps to Obtain Support

STEP 1 Register in the Broadcom Support Portal

Registration is a pre-requisite to access licenses, build a profile and receive a Support Site ID. The registration process is a requirement to unlock all support services.

1. Go to the **Broadcom Support Portal** to register.

2. Once logged in, in the left panel, click "Home" and then click "**Build Your Profile**."

3. Click on "Yes, I Want to Build My Profile" and follow the **How to Request Your Site ID** process.
   Creating cases requires a valid **Support Site ID**. This ID is important when requesting support or when setting up your Broadcom Support Portal Account.

   Take note of this number for all Broadcom systems. For more information, read **this article**. You can also click here for more information on **Broadcom case management frequently asked questions**.

Important

A corporate email domain that matches the content must be used, non-corporate domains like Gmail/Hotmail or emails that do not match the contract will not be supported.

STEP 2 Contact the Support Team

Broadcom defines support into two categories – Technical and Non-Technical.

Non-Technical Support

For non-technical cases such as the below, connect with the **Broadcom Global Customer Care (GCA) team**. Options to contact GCA are listed below:

a   Call +1-800-225-5224 (U.S. toll-free). If calling outside the U.S., see our global numbers **here** or use chat support

b   Use the chatbot from the **Broadcom Support Portal**

Non-technical support includes, but is not limited to, the issue types listed below:

- Issues with logging cases through the Broadcom Support Portal
- Registration and passwords
- Building a profile
- Case management
- Contract issues and entitlements
- License keys
- Product download support
- Broadcom Support Portal assistance

Technical Support

For technical cases, TD SYNNEX provides support on behalf of Broadcom. To receive support, a case must first be submitted in the Broadcom portal. You can also view and manage cases via the Unified History tab within the portal.

1   Go to the **Broadcom Support Portal** to submit a case for technical support. Creating cases requires a valid **Support Site ID**.

2   Follow the detailed guidance on **how to open a case**.

3   For more information, access the Broadcom **FAQs**.

Important

Note, unfortunately, TD SYNNEX is unable to assist with your technical support inquiry until a case has been raised in the Broadcom portal. This includes assistance with issues related to opening a case in the Broadcom portal (refer to the non-technical support section above).

Support Definitions and Targets

TD SYNNEX works closely with Broadcom to set targets for initial response time. Our aim is to achieve the service-level objectives (SLOs) listed below in at least 90% of cases.

Severity and Priority	Business Impact	Initial Response Time	Detailed Description
Severity 1 (P1)	Critical	Within one hour (24/7/365)	**Severity 1** used when the customer indicates "system down" or a product or 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.
Severity 2 (P2)	High	Within two hours (Monday-Friday during local business hours)	**Severity 2** should be used for a high-impact business condition possibly endangering a production environment and essential operations are seriously disrupted.
Severity 3 (P3)	Medium	Within four hours (Monday-Friday during local business hours)	**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 (P4)	Low	Within one business day (Monday-Friday during local business hours)	**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.

> **Important**
>
> The SLO is based on the time the case is initially submitted. The severity level may change for the reasons listed below:
>
> - Our agents use the above guidelines. If your case does not meet the threshold for the severity that you set upon submission, it may be revised accordingly.
>
> - Once a workaround or alternative solution has been provided, your case may no longer meet the threshold for a **Severity 1**; in these scenarios, the case may be revised to a **Severity 2**.

Escalation Process

If you are not satisfied with the support you are receiving, you can raise a Case Concern following the steps outlined below. This will escalate the case to a Service Delivery Manager. Be advised that to qualify for an escalation, the SLO time must be satisfied. Escalations raised prior to this timeframe may not get a response. This allows the team to focus efforts in the right areas.

1. Go to the **Broadcom Support Portal**, click on "My Cases" then click the "Raise Concern" button if your issue requires urgent escalation. This action will escalate the case to the Support Agent's Manager.

2. You can also navigate to the **Broadcom case management portal**, then select an open case.

RenewSolv

TD SYNNEX RenewSolv

A Free Online Services and Renewal Sales Tool

- A 360-degree view of services and renewal opportunities
- A multi-vendor, end-to-end solution available to our reseller customers and TD SYNNEX associates via an online dashboard – reseller customers have direct access with their TD SYNNEX ecommerce login credentials
- RenewSolv simplifies the sales process, delivering automated services and renewal quotes ready and available for resellers to offer to end users
- RenewSolv enables reseller customers and vendor partners to build recurring revenue pipeline and retain ownership of customers

Vendor Partner
Uncovered/attach and renewals

- Service and warranty agreements/ maintenance plans
- Contracts and licenses
- Up-sell/cross-sell

Reseller Customer
Service attach, renewals and refresh – hot leads

- Automated quotes – easy to use and easy to access
- Simplifies the sales process

End Customer
- Receives proactive quotes
- Online approval process and purchase confirmation with reseller

New to RenewSolv? - Another Free Tool

"LYO" (Load Your Opportunity Data)

Our resellers asked and we delivered.

Track and stay on top of any/all expiry dates – contracts, licenses, certifications, trainings and more.

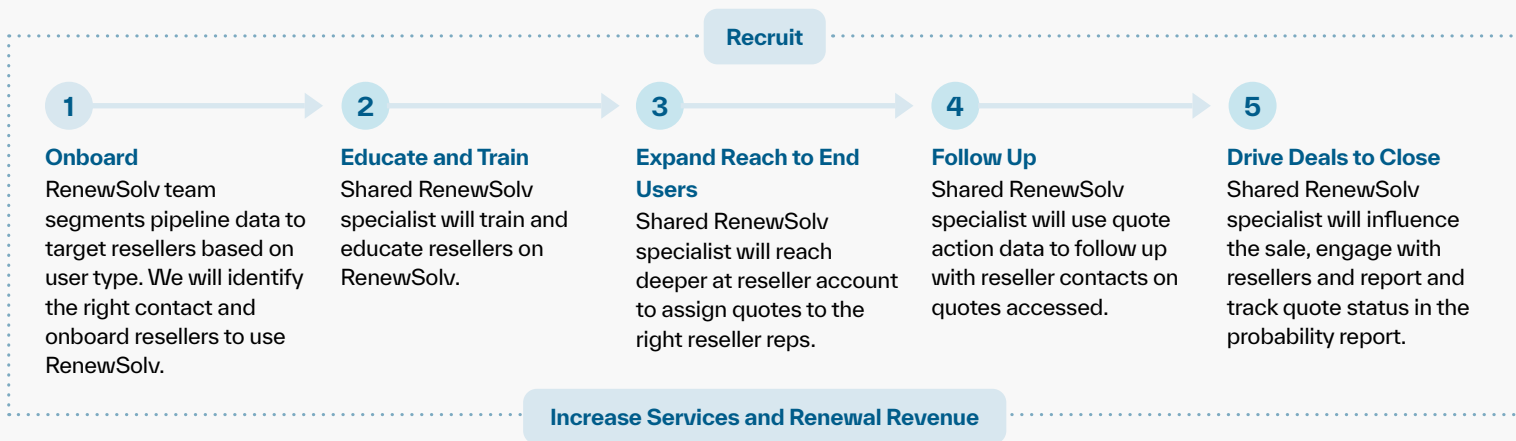**Contact Our Dedicated Team to Get Started:**

RenewSolv@tdsynnex.com
855-851-7437

RenewSolv Partner Enablement

Dedicated RenewSolv Team With Over 175 Years of Combined Channel Services and Renewal Sales Expertise

Recruit

1
Onboard
RenewSolv team segments pipeline data to target resellers based on user type. We will identify the right contact and onboard resellers to use RenewSolv.

2
Educate and Train
Shared RenewSolv specialist will train and educate resellers on RenewSolv.

3
Expand Reach to End Users
Shared RenewSolv specialist will reach deeper at reseller account to assign quotes to the right reseller reps.

4
Follow Up
Shared RenewSolv specialist will use quote action data to follow up with reseller contacts on quotes accessed.

5
Drive Deals to Close
Shared RenewSolv specialist will influence the sale, engage with resellers and report and track quote status in the probability report.

Increase Services and Renewal Revenue

Why Use RenewSolv for VMware?

VMware partners prefer RenewSolv because it delivers an automated, proactive sales approach for services and renewals business featuring automation that delivers opportunities to you for free. Take advantage of automatically generated quotes and expiring opportunity data across every stage of your product lifecycles to streamline and simplify the process of selling services, warranties, licenses, contracts and more. That way, you can focus on what matters: expanding your business and satisfying customers.

vmware®
by Broadcom

Want to learn more?

Click **here** to visit the RenewSolv site or email us at **TeamVMware@tdsynnex.com** to get started!