VMWare by Broadcom Support Resource Guide

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

Support Flow

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 below)
- Please 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.

Go to the Broadcom Support Portal to register. Once logged in, in the left panel, click "Home", and then click Build your Profile. Click on "Yes, I want to Build My Profile" and follow How to request your Site ID. Creating cases requires a valid Support Site ID. This ID is important when requesting Support or when setting up your Broadcom Support Portal Account. Pease take note of this number for all Broadcom systems. For more information, read this article. You can also click here for more information, Broadcom case management frequently asked questions.

Important: A corporate email domain that matches the contract 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 2 categories - Technical and Non-Technical.

Non-Technical Support

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

a) Call +1 800 225 5224 (US Toll Free). If calling outside the US, see our Global Numbers HERE or use Chat Support
b) Use the chatbot Broadcom Support Portal

Non-technical support includes but is not limited to the below issue types:
*   Issues with logging Cases through the Broadcom Support Portal
*   Registration and passwords
*   Build a profile
*   Case management
*   Contract issues and entitlements
*   License keys
*   Product download support
*   Broadcom support portal assistance

Technical Support

For Technical cases Ingram Micro 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.

Go to the Broadcom Support Portal to submit a case for technical support. Creating cases requires a valid Support Site ID. Please follow the detailed guidance on How to Open a Case. For more information, please access the Broadcom FAQs.

Important: Please note, unfortunately, Ingram Micro 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 (please refer to the non-technical support section above).

Support Definitions and Targets

Ingram Micro work closely with Broadcom to set targets for initial response time. Our aim is to achieve the below service level objectives (iSLO) in 90% of cases.

Severity & Priority	Business Impact	Initial Response Time	Detailed Description
Severity 1 (P1)	Critical	Within 1 hour (24x7x365)	"Severity 1" used when the Customer indicates "system down" or a product or a 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 2 hours (M-F 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 4 hours (M-F 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 1 business day (M-F 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 iSLO is based on the time the case is initially submitted. The Severity level may change for the below reasons:
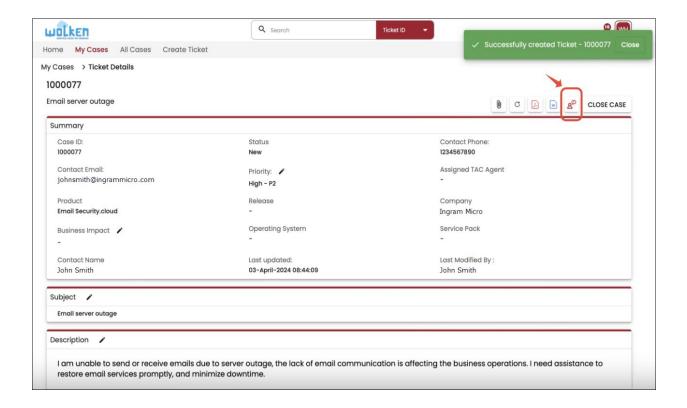
- Our agents use the above guidelines. If your case does not meet the threshold for the severity that you set upon submission, it may be revised accordingly.
- Once a workaround or alternative solution has been provided, your case may no longer meet the threshold for a P1; in these scenarios the case may be revised to a P2.
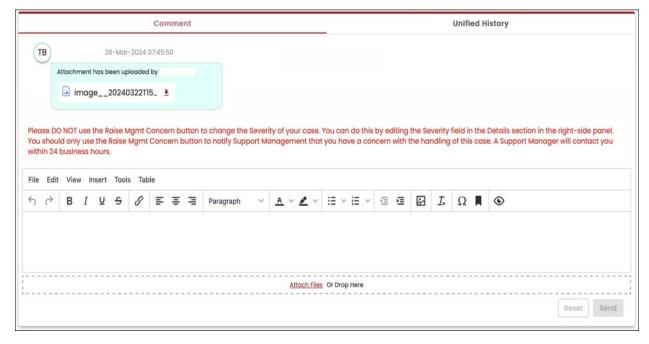
Escalation Process

If you are not satisfied with the support you are receiving, you can raise a Case Concern following the below steps. This will escalate the case to a Service Delivery Manager. Please 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.

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

If you still have an escalation need after raising a case concern, you can email the Ingram Micro team at vmwarecaseconcern@ingrammicro.com. Please provide the Case ID along with a summary of the escalation request. You can also access Broadcom FAQs for more information. Thank you.