

# Expert Change Planning

Partner with Broadcom experts prior to your next **mainframe product upgrade**, **maintenance activity** or **high impact business event** to ensure success.



## How does Expert Change Planning work?

- Open a Support Case via support.broadcom.com at least 2 weeks prior to your change event
- Broadcom will provide a thorough review of your change plans
- If you need help creating a change plan, Broadcom experts will assist
- Broadcom will be available through your change window, providing expert consultation



## Is there a cost for Expert Change Planning?

- This is a no-fee service included when you license Broadcom software
- Broadcom Mainframe customers on current product maintenance are eligible

**Gain confidence in your next IT change window with a proactive approach:**

Avoid unnecessary downtime with proactive planning alongside Broadcom experts.

Heightened awareness across Global Mainframe Support during your event.

## Use Expert Change Planning to avoid risks to core business function:

Catastrophic Errors | Lengthy Time to Resolution | Loss of System Availability



**>300**

Expert Change Planning engagements completed

**zero**

Instances of production downtime

“Working with Broadcom proactively, prior to our event, made things run much more smoothly.”

- Large Asia-Pacific Bank