



Broadcom support

Arrow's cybersecurity support for Broadcom



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Best-in-class support to customers of Symantec, a division of Broadcom.

Our dedicated team of fully trained support experts are on hand to help you with your queries.

Learn more about which products are supported and how to get in touch with Arrow's support team.

- Advanced Threat Protection (ATP) / Endpoint Detection and Response (EDR)
- Cloud SOC (CASB)
- Cloud workload protection (CWP)
- Data loss prevention (DLP)
- Email Security.cloud (ESEC)
- Encryption (ENC)
- Endpoint Management (EPM)
- Symantec Endpoint Security (SES / SEP)
- Integrated Cyber Defense (ICDx Family)
- Messaging Gateway (SMG)
- Mail Security MS Exchange (SMSGSE)
- Network Protection - Cloud (WSS/ Web Isolation)
- Network Protection - On Prem (ProxySG/ASG)
- Protection Engine (SPE)
- Secure Access Cloud (SAC)
- Server and Storage Protection (CCS/DCS/CSP/CWP-S)
- User Authentication (VIP/PAM)



How to contact the team



Email

symantecsupport.ecs.emea@arrow.com



Phone

+44 (0)1638 569620

(forwarded to the Network Operations Centre out of hours)



Support Team Hours

08:00Hrs – 1700Hrs (CEST)

Please ensure you have your site ID on hand
when you get in touch.



Customer support portal

Wolken customer support portal

The Wolken customer portal is the online centralized ticketing system for raising Broadcom aggregator faults. This online tool provides users the flexibility to access and raise tickets at any time and allows Arrow's support team to track progress on tickets.

How to access the portal

Visit: <https://broadcomsupport.arrow.com>

Logging in

Existing users: Enter your name/user ID and password

New customers: Create an account by clicking sign up under the login box. You'll need your site ID, as this uniquely identifies all products that you have purchased support for; without this, it will be difficult for you to raise a ticket. Once you have entered your details you will be able to raise a ticket against the products you have support for.



Service level goals

PROBLEM SEVERITY	SEVERITY LEVEL DEFINITIONS	REPORTING METHOD	SERVICE LEVEL GOAL (SLG)
SEVERITY 1 SERVICE HOURS 24X7	A problem has occurred where no workaround is immediately available in one of the following situations: (i) your production server or other mission-critical system is down or has had a substantial loss of service. (ii) a substantial portion of your mission-critical data is at a significant risk of loss or corruption.	+44 (0)1638 569620	1 hour
SEVERITY 2 SERVICE HOURS 8 X 5	A problem has occurred where a major functionality is severely impaired. Your operations can continue in a restricted fashion, although long-term productivity might be adversely affected.	Customer portal https://broadcomsupport.arrow.com	Within 2 business hours
SEVERITY 3 SERVICE HOURS 8 X 5	A problem has occurred with a limited adverse effect on your business.	Customer portal https://broadcomsupport.arrow.com	Within 4 business hours
SEVERITY 4 SERVICE HOURS 8 X 5	A problem where your business operations have not been adversely affected.	Customer portal https://broadcomsupport.arrow.com	Within the next business day



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