

# Specific Program Documentation

## VCF Technical Adoption Management

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**Program Name:** VCF Technical Adoption Management

### 1. DEFINITION

VCF Technical Adoption Management consists of the identifying, resourcing, appointing, and provisioning of a designated resource (a “TAM”) with the subject matter expertise to assist the Customer with technology assessments, solution guidance, operations optimization, and peer insights. The TAM may be a shared resource and may be assigned by Broadcom to assist more than one customer.

TAMs are embedded in the customer’s business environment helping to speed adoption of the relevant Broadcom Offering in support of the Customer’s objectives. TAMs will conform to the management practices of the Customer with on-site and remote assistance to be agreed by the customer and Broadcom. Broadcom can utilize employees and sub-contractors who have entered into the appropriate confidentiality provisions to support the delivery of the Broadcom Offering. Customer is not responsible for Broadcom incurred TAM expenses.

Activities performed by a TAM include and are not limited to:

- Success Planning to identify Customer’s business and IT objectives along with recommendations for technical capabilities and activities needed to support success.
- Technology assessment to identify gaps impeding progress toward Customer’s goals and provide prioritized recommendations through:
  - Best practice, interoperability, and compatibility reviews
  - Technical Readiness Assessment
- Solution guidance to develop a future state roadmap and guidance to scale out Customer’s environment.
- Recommendations to improve efficiency, resiliency, security, and sustainability for operational optimization.
- Performance metrics analysis to identify areas where potential system degradation and bottlenecks can impact system health.
- Product optimization recommendations and rightsizing guidance for VMs, cluster size, efficiencies, storage performance and host configurations.
- Peer periodic comparisons of operations and processes to known best practices of similar organizations to Customer’s using guidance from our VMware product teams and years of experience.
- Monthly touch points to ensure progression toward Customer’s goals.
- Executive business reviews to report on progress for continuous stakeholder alignment.

### 2. CUSTOMER RESPONSIBILITIES

Customer will fulfill the following responsibilities:

- A. Complete any onboarding processes for the TAM as soon as practical.

- B. Provide remote access to the proper environments, hardware, underlying operating systems, supporting databases, applications, relevant business and technical documentation, and subject matter experts as required. Customer is responsible for ensuring the appropriate Customer personnel are available to work with the TAM since the TAM activities are collaborative in nature. Accordingly, Customer will designate a single point of contact to coordinate administrative issues with the TAM.
- C. Broadcom makes no representation or warranty that the assistance provided will provide any specific deliverable or results.
- D. Customer and Broadcom will work together on the schedule of the TAM.
- E. Customer will provide knowledge of relevant regulations and control environment that the Broadcom Software will operate within, including software development lifecycle, administrative, security and audit controls.

### 3. ACTIVITIES OUT OF SCOPE

- A. Installation or configuration of any Broadcom Software solutions
- B. Customizations, including customization of Broadcom Software, system agents, equipment, operating software, and any customization or development activity that impacts any of the features and benefits and underlying source code of the Broadcom Software, including object code, that extends the install package of the product.
- C. Activities related to the removal or replacement of a Broadcom Offering.
- D. Any installation, configuration or troubleshooting relating to a third-party product, including the installation of third-party product interfaces, exit coding or developing interfaces from Customer systems and applications.
- E. Modification or translation of product languages, or the addition of any language that is not currently available within Broadcom Software.

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