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Brocade Achieves J.D. Power Certification

J.D. Power Recognizes Brocade for Providing "An Outstanding Customer Service Experience"

SAN JOSE, CA -- (Marketwired) -- 01/30/14 -- [Brocade](#) (NASDAQ: BRCD) today announced that it has received the prestigious [J.D. Power Certified Technology Service and Support \(CTSS\) Program](#) award. The J.D. Power CTSS Program enables enterprise customers to gain confidence in customer service operations before they make purchasing decisions, and Brocade scored highly in every area in achieving this certification.

Jointly developed by J.D. Power and the [Technology Services Industry Association \(TSIA\)](#), the CTSS program sets a new standard for excellence in service and support addressing the critical challenges that service organizations face in today's highly competitive market.

[Many enterprises](#) are looking at deploying Software-Defined Networks (SDN) by 2015 -- to increase productivity, deliver better access to real-time information and improve availability/service delivery, and half intend to invest in fabric-based networks in the next 12 months. These plans will require support from a design and deployment perspective and illustrate enterprises' need for robust professional services to ensure always-on availability of critical data center networking assets. To this end, Brocade was recognized as delivering exceptional services and support to help customers meet these needs.

To achieve certification, an organization must attain customer satisfaction scores among the top 20 percent of companies nationwide that offer technology support. This is based on J.D. Power's extensive technology industry benchmark customer satisfaction research. The organization must also pass a detailed audit of its support practices, policies and procedures. Certification is valid for one year.

"Professional services and support is a critical component of a modern IT infrastructure, whether across storage area networks or IP networks, especially as enterprises look to embrace innovative technologies to further business competitiveness," stated Paul Martin, Vice President, WW Systems Engineering, Services and Support at Brocade. "We have strategic initiatives in place to ensure that our service and support organization is able to cater to the needs of our customers globally, and that we are able to guide them [our customers] through the complex process of building next-generation data centers. This recognition is further demonstration of how business critical the health of the data center is to our customers and the essential role exceptional technical support plays in their success."

"Brocade is an organization that embraced the detailed inspection of their technical support capabilities with an objective to dot/cross the necessary 'I's' and 'T's' to consistently deliver world class support. Its focus on doing both the right things and doing things right including detailed metrics to ensure it remains accountable to customers for best in class service, distinguishes the Brocade technical support team amongst its peers," says Thomas W. Pridham, TSIA SVP & GM, Major Accounts and Operational Best Practices Program.

[Brocade Professional Services](#) provides proven expertise and flexible options to help organizations transition smoothly to a virtualized world where applications and information reside anywhere. Our consultants are committed to helping organizations overcome challenges and achieve their most strategic business objectives. From IP and Storage Area Networking to Ethernet Fabric Networking and Convergence, Brocade Professional Services will help customers assess their environments and design, implement and manage next-generation solutions to get the most out of their investment in Brocade technologies.

J.D. Power 2013 Certified Technology Service & Support Program(SM), developed in conjunction with TSIA. For more information, visit www.jdpower.com or www.tsia.com

About Brocade

Brocade (NASDAQ: BRCD) networking solutions help the world's leading organizations transition smoothly to a world where applications and information reside anywhere. (www.brocade.com)

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