

Designated Support Engineer (DSE) programme

Your designated security operations ally who thinks like your team, not a vendor.



Up to 10 named experts, your environment



24/7/365 critical incident coverage



98% CSAT – issues resolved, not just closed

When you run business-critical applications, downtime isn't an option.

The Designated Support Engineer (DSE) programme provides an enhanced support model for organisations running Broadcom security technologies, including Symantec and Carbon Black.

You gain access to designated, named senior technical experts who provide continuity across support engagements. Unlike standard break-fix support—where each case starts from scratch—the DSE team builds familiarity with your environment, including configurations, change control processes, integration dependencies, and operational constraints.

Why organisations choose DSE

The DSE programme is designed to improve support outcomes for security teams operating complex or business-critical environments.



Faster case resolution

Priority escalation and environment familiarity speed up resolution.



Environment-aware expertise

Guidance tailored to your architecture and operating context.



Proactive risk mitigation

Early identification of configuration, upgrade, and security gaps.



Operational visibility

Clear insight through structured reporting and reviews.



Lifecycle coordination

Planned patches and upgrades aligned to your change windows.

Compare our DSE tiers

We know every business has different operational needs, and that's why we have a DSE programme for every business.

To help you choose the right level of support, we have broken down our options below.

Feature	DSE Lite	DSE Premium	DSE Flex
Named technical contacts	Up to 4	Up to 6	Up to 10
Support model	Transactional only	Proactive & transactional	Proactive & transactional
Direct access	Business hours only	Business hours and priority on call (after hours)	Priority access during business hours and on call (after hours)
Duration	1 year	1 year	1 year
Priority escalation management	—	✓	✓
Periodic case reports	—	✓	✓
Semi-annual account reviews	—	✓	✓
Patch & upgrade lifecycle planning	—	✓	✓
Onsite visit (1x per year)	—	✓	✓
24/7/365 Sev-1 coverage	—	✓	✓
Custom SLAs (Business-critical)	—	—	✓
★ DSE Premium recommended for most enterprise security operations teams.			

DSE tier breakdown

DSE Lite

Entry level

- Transactional, reactive support
- Business-hours access
- Up to 4 named technical contacts

Best for: Teams with lower case volumes needing a named support relationship without proactive coverage.

DSE Premium

Best value

- Proactive and transactional support
- Priority escalation and after-hours on-call access
- Up to 6 named technical contacts
- Structured reporting and bi-annual reviews
- Patch and upgrade lifecycle planning
- Annual onsite visit

Best for: Enterprise environments requiring proactive support, faster escalation, and operational visibility.

DSE Flex

Enterprise+

- All DSE Premium capabilities included
- Up to 10 named technical contacts
- Customised SLAs for business-critical applications

Best for: Regulated or mission-critical environments needing contractually bespoke service commitments.



Why DSE Premium wins

- Proactive by design: Delivers structured planning, regular reviews, and faster escalation to prevent issues, not just react to them.
- Built for enterprise needs: Includes after-hours on-call access, priority escalation, and clear operational visibility.

Response time SLOs (All tiers)

Severity	Response SLA	Severity level description
Severity 1	30 minutes	Production down / critical data at risk.
Severity 2	2 business hours	Major functionality severely impaired.
Severity 3	4 business hours	Limited adverse operational effect.
Severity 4	8 business hours	No immediate business impact.

Ready to optimise your support strategy?

Let's talk DSE.

Reach out to your account manager, or message us via our [contact page](#).

Want to validate your fit first?

Ask about DSE Proof of Concept (POC), a no-commitment trial for qualifying accounts.



For more information, visit our website at: symantec-carbonblack.westconcomstor.com

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