

ZTE Corporation

EMC Strategic Account Manager service helps leading telecommunications provider maintain the operational efficiency and effectiveness of its information infrastructure



A leader in the telecommunications industry, ZTE Corporation provides telecommunications equipment and network solutions for telecom carriers worldwide. It is one of China's largest listed telecommunications equipment providers with market presence in the U.S., Sweden, India, Pakistan, and France.

Supporting the company's mission to help its customers address business issues through a comprehensive portfolio of telecommunications equipment for fixed, mobile, data, optical, intelligent, and next-generation networks is a cutting-edge EMC® information infrastructure. It consists of powerful, highly available EMC Symmetrix® DMX and CLARiiON® CX series-based storage systems and advanced EMC ControlCenter®, Navisphere®, and PowerPath® storage and path management software.

To ensure that its EMC information infrastructure is operating optimally and that vital business information is continually available to those who need it, the company relies on the EMC Strategic Account Manager (SAM) service, which provides a knowledgeable, highly skilled onsite specialist who manages all support activities.

"We are experts at providing telecom equipment, but not specialists in managing storage solutions, so we rely heavily on the knowledge and support provided by our EMC SAM," says Ren Yan, Director of the Server Business Division. "Our EMC SAM and the EMC Services team have exceeded our expectations."

A trusted resource

Responsible for maintaining the health of ZTE's EMC information infrastructure, the EMC SAM provides both local and cross-country support in collaboration with the company's Nanjing R&D center and call center for various service-related activities. The SAM also works closely with the Service Business Division on overseas emergency calls. In addition, the EMC SAM is helping ZTE grow its service capabilities and scope. For example, the EMC SAM arranged an upcoming eServices/Powerlink® workshop to provide an overview of an applicable new product.

"Whenever and wherever there is an issue, the SAM leverages resources from account managers, CSL, EMC customer support, and partners to quickly resolve the problem," says Xue Hui, Director of the Maintenance and Technology Service Division. "Our project in Nepal is a good example. Our EMC SAM provided timely support and the products needed to quickly fix a system failure."

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Strategic support planning and account support management are also performed by ZTE’s EMC SAM. Quarterly service reviews are conducted with maintenance and technology service divisions to ensure high quality service.

“Our EMC SAM’s knowledge of our business, deep understanding of EMC products, and proactive approach to problems has helped us successfully address our storage management challenges,” says Ren Yan. “The support we get from our EMC SAM and the EMC Services team is outstanding.”



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