

EDS Germany

EMC Strategic Account Managers support large IT services provider in meeting service commitments



EDS founded the business of information technology outsourcing. EDS Germany delivers a broad portfolio of IT and business process services to clients in many different industries and governments in Northern and Central Europe.

“We have very strict contractual service levels we must meet with each of our clients,” says Dinko Eror, Head of Data Centre, Automation, Mainframe and Storage Capability, EMEA North and Central, EDS Germany. “Downtime is simply not an option. Performance, availability, and security of service are critical.”

Dedicated and shared infrastructure services

EDS Germany manages systems that host operations for more than 80 clients. EDS Germany supports and delivers both dedicated and shared services to its clients in banking, finance, manufacturing, and government.

EMC® technologies and services play a critical role in enabling EDS Germany to deliver the consistent, high-quality IT and business process outsourcing services its clients expect. EDS Germany uses the full range of EMC storage solutions—Symmetrix® DMX, CLARiiON®, EMC Centera®, Celerra®, and EMC ControlCenter®, PowerPath®, TimeFinder®, and SRDF®—to support the host mainframes and other systems in its main data center in Rüsselsheim and its disaster recovery site in Frankfurt, Germany. The company manages about 4.5 TB of customer data in the two data centers, with about 13 EMC CLARiiON, Celerra, Symmetrix DMX-800, DMX-2000, DMX-3000, and DMX-3 arrays dedicated to EDS’ largest customer and about 50 EMC CLARiiON, Celerra, EMC Centera, DMX-1000, and DMX-3 arrays supporting the information infrastructure for other customers.

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Dinko Eror
Head of Data Centre, Automation, Mainframe and Storage Capability
EMEA North and Central

Quick answers, optimal performance

Besides managing the complex infrastructures and operations that deliver services to the firm's clients, Dinko Eror is responsible for keeping IT costs low. To help meet these challenges, he has enlisted the services of two EMC Strategic Account Managers (SAMs).

"The EMC SAMs provide me with a central point of contact for all of the EMC technology and service-related activities in each environment," says Eror. "I rely on them for quick answers and to help us manage all of our EMC technologies for optimal performance and availability."

The EMC Strategic Account Managers proactively help identify and address issues before they impact performance. They make sure that systems are running the latest versions of code, help track support trends, and plan future improvements.

"Because of the breadth and scope of our EMC environment, the EMC SAMs are a great help to me," says Eror. "Each EMC SAM provides me with a monthly service support plan for the entire EMC environment. I can easily see, in a one-page summary, the status, code levels, level of coverage, service issues, and so on," says Eror. "The EMC SAMs understand our expectations and ensure that EMC delivers on those expectations. They provide a central point of control and that helps free my time from managing infrastructure service and support activities to focus on our clients."

EMC Education Services: On-the-job learning

Among the services that EMC delivers at EDS are on-going training and skills development. Most recently, EMC Education Services supported the development of an integrated, portal-based training program to help the EDS Infrastructure Architect and Engineering community in Europe keep up with the latest skills and technologies.

EMC Education Services professionals worked closely with the EDS Skills Development Manager to integrate EMC's web-based Storage Technology Foundations (Information Storage and Management) training into the internal EDS portal. EMC developers also built an EDS role-based knowledge assessment tool, enabling people in different EDS jobs to test their learning and skills. The portal also provides new and experienced specialists with access to the EMC Proven™ Professional Certification Program.

Easy access to training via the portal—and the ability to train while on the job—resulted in a 90+ percent take-up rate among the thousand-member engineering community within just a few months of launch. In addition to maintaining full productivity by eliminating time off the job, the eLearning approach supports green initiatives at both EDS and EMC.

Users completing the Storage Technology Foundations (Information Storage and Management) training have already requested higher-level EMC eLearning specialist classes to increase their knowledge, skills, and on-the-job productivity and effectiveness.

EMC is an EDS Agility Alliances partner. The alliance was founded in 2005.



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