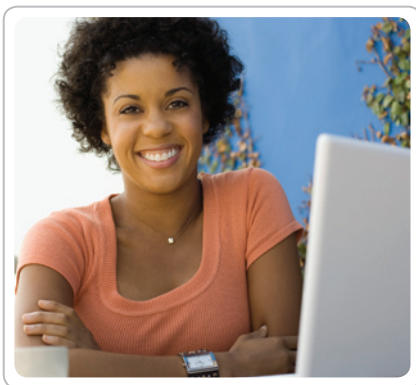


CUSTOMER PROFILE



EMC SAM helps Danish IT leader stay ahead of business growth



KMD is the largest Danish-owned IT company and provides a wide range of IT and consultancy services. Founded originally to develop and run applications for local governments in Denmark, the company has grown to serve all kinds of customers with business process outsourcing, project management, and hosted infrastructure services. Today more than 100,000 PC users are connected to KMD's network and the company provides payroll administration services for more than a million employees in the public and private sectors. Its data center, one of Denmark's largest, manages more than two petabytes of information.

Meeting critical service levels

Delivering the infrastructure performance, availability, and stability to support customer solutions and services are priorities of Peter Mortensen, IT Department Manager at KMD. "I'm responsible for the mainframe, Linux, and UNIX server and storage infrastructure," says Mortensen. "We provide the systems and the technical know-how that support our developers and customers."

EMC® storage technology is a core element of KMD's infrastructure. The company relies on a full range of EMC solutions, including Symmetrix® DMX, CLARiiON®, EMC Centera®, and EMC software, including SRDF®, EMC ControlCenter®, and PowerPath® to support its mainframe and open systems in the data center.

To help identify and solve potential problems quickly before they become critical and have an impact on customers, KMD engaged the services of an EMC Strategic Account Manager (SAM). The EMC SAM provides a central point of contact for all EMC infrastructure and services. "Whether it's a technical problem or a maintenance contract question, I deal with just one person—and that's a big advantage for me," says Mortensen.

In addition to acting as the liaison between KMD's technical staff and the full range of EMC resources and services, the EMC SAM proactively monitors the entire EMC environment and makes sure that solutions and code are up to date. The EMC SAM also provides Mortensen with a customized service and support plan with monthly reports on performance and services, trend tracking and analysis, and recommendations.

Meeting challenges of growth and time

As KMD continues to grow, Mortensen and his team must do more than make sure that the existing information infrastructure is operating optimally—they must be able to provide the performance and capacity to meet escalating demands.

“Growth and time are our major challenges,” says Mortensen. “The company is growing rapidly and we need to be able to get systems in place and deliver services faster.”

When KMD needs more storage performance and capacity, the EMC SAM helps KMD by overseeing installation and implementation.

“We have a lot of EMC equipment coming into KMD right now and our EMC SAM is acting as the project manager for this,” says Mortensen. “He makes sure we keep moving forward. He keeps me and our technical people informed. I can be confident that our EMC SAM is following up and doing what’s best for KMD. That’s very important to me.”

“I can be confident that our EMC SAM is following up and doing what’s best for KMD. That’s very important to me.”

Peter Mortensen
IT Department Manager at KMD



EMC Corporation
Hopkinton
Massachusetts
01748-9103
1-508-435-1000
In North America 1-866-464-7381
www.EMC.com