

Sun Microsystems



EMC Designated Support Engineers (DSEs) provide personalized service and fast resolution for Sun's mission-critical software products

Sun Microsystems provides software, systems, services, and microelectronics that power everything from consumer electronics to the world's most powerful data centers. Their networking computing platforms are used across every industry sector and power some of the world's best known companies.

Increasing demand calls for a proactive solution

Sun is a longstanding EMC[®] partner and offers many re-branded EMC products in their software portfolio, including Enterprise Backup Software (EBS), their automated backup and recovery product. Sun's Software Engineering Group provides global support for this solution, as well as all of Sun's third-party software products, to several internal business units. These include engineering, sales and marketing, and customer support. Because of increased demand on the business, in June of 2007, Sun's management looked for a solution that would provide their internal and external customers with more proactive support on EBS.

Designated resources provide specialized support

Sun worked with EMC to engage the services of an EMC Designated Support Engineer (DSE) to provide this specialized support. DSEs are product-focused support experts available for a wide range of EMC products and solutions. As designated resources, either onsite or in remote locations, they develop an in-depth understanding of their customers' environments. They work closely with other senior technical resources at EMC's support facilities—in some cases EMC Product Engineering—to ensure fast escalation and resolution of product issues.

Sun and EMC processes identified the DSE as the single point of contact for all Sun EBS issue escalations and product-related fixes. In September of 2007 they assigned one DSE to support Sun's European region and quickly expanded the program by adding two more DSEs to support their Americas and Asia-PAC regions. These DSEs are remote resources located in EMC Global Support Centers in Burlington, Ontario and Brentford, UK.

Comprehensive communication and reporting for informed decisions

The program's global support model helps Sun management see support trends in different regions, allowing them to proactively manage potential support challenges across all geographies. Weekly conference calls with Sun management and the EMC DSEs ensure escalations are managed according to expectations and the entire organization is running smoothly.

DSE access to EMC Product Engineering is instrumental in quickly resolving issues and identifying product fixes. The DSEs also use tools such as EMC Documentum[®] eRoom[®], a web-based collaborative workspace, that allows the DSEs to work together more efficiently and helps them provide seamless, global support to Sun's customers.

Collaborative working environment

The DSE support resources have an excellent, cooperative working relationship with each other and are seen as an extension of Sun's own engineering support staff. By delivering personalized support on a daily basis, they have become trusted advisors for Sun, helping them manage their applications more efficiently. Additionally, they provide support plans and reports that highlight performance trends, summarize service activity, and define recommended product improvements which are critical to ensure smooth operations at Sun. These proactive support activities managed by the DSEs facilitate smooth operations and continuous improvement.

“The access our DSEs have to engineering and product management ensures we have the best resources available to help serve our customers. The quality of our DSE resources [from EMC] is exceptional.”

Tony Mullen
Chief Software Engineer, Sun Microsystems

“Investing in the DSE program has been invaluable for me,” says Tony Mullen, chief software engineer at Sun. “Because they are focused on resolving escalations and product fixes, I now have more time to focus on other business priorities.”



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