



EMC Powerlink

Online source for support, training, and product information

The Big Picture

- One-stop online source for EMC hardware and software product information, support, training, solutions, and services
- Stay connected with regular product updates, critical product issue notifications, release information, product documentation, and white papers
- Access EMC's suite of eService support tools, including service request management, interoperability and configuration utilities, Knowledgebase Search, and Support Forums
- Gateway to EMC Education Services for professional certification, product and solutions training

Business Challenge

Information is essential to the modern enterprise. And in an ever-evolving marketplace, you can rely on EMC® Powerlink™ to keep you informed. Whether it's critical technical advisories, new product release information, updated interoperability testing, service request submission and management, or proactive training, Powerlink provides the knowledge needed to keep your IT infrastructure serving your business—24x7.

Description

EMC Powerlink provides continuous online access to a range of tools and resources designed to help you get the most out of your EMC investment. Powerlink is the one-stop, online destination for technical support where you can find up-to-date product documentation, release notes, solutions to known product issues, interactive discussion, approved configurations and interoperability testing, training, and online service request creation and management.

Value

Knowledge is Powerlink

As an EMC customer, you're entitled to all the value that a Powerlink account offers. An account enables you to solve problems independently, speeding time to resolution and saving money. Powerlink provides access to EMC's pool of technical knowledge, empowering you to better plan, build, manage, and support your IT infrastructure.

<http://powerlink.EMC.com>

EMC Powerlink (<http://powerlink.EMC.com>) provides online access to a full set of eService support tools, training, product information, and more. Powerlink connects you directly to EMC's industry-leading engineers and support professionals and enables you to proactively avoid problems and speed time to resolution.

Services Portfolio

Powerlink is organized into five areas: Products, Support, Services, Training, and Solutions. Each is designed to provide the information you need, when you need it.

Products: Organized by hardware and software, find the latest information on specific EMC products. Each product page has valuable information ranging from documentation and white papers to training options.

Support: Save time and accelerate problem resolution with EMC's eService support tools that allow you to manage your support 24x7. eService tools include:

- Knowledgebase Search
- Service Request Management
- Support Forums
- E-Lab™ Interoperability Navigator
- E-Lab Issue Tracker
- Product Information
- Product Registration and Downloads
- Documentation and White Papers
- Contract Management
- Support and Diagnostic Tools

Services: View the complete portfolio of services available from EMC that help you plan, build, manage, and support your IT environment.

Solutions: Discover how EMC delivers solutions to common IT and business challenges across many industries and applications and learn about solutions that will help you optimize your environment.

Training: EMC Education Services help you to be more productive, accelerate problem resolution, increase uptime, and conduct faster implementations. Access EMC Education Services' online learning system and find complete EMC course listings, schedules, registration information, and more. Keep up with industry-leading technologies and trends to gain the most value from your EMC environment with education services.

EMC Global Services: Accelerate information lifecycle management

EMC Global Services delivers results to our customers throughout the IT lifecycle—Plan, Build, Manage, and Support—and helps them achieve the benefits of information lifecycle management. From strategic consulting to world-class management services, EMC helps companies of all sizes assess their business objectives to design and align an information infrastructure that reduces risk, lowers cost, and delivers business value. Furthermore, our worldwide solutions professionals have developed industry-leading tools and methodologies to deliver comprehensive implementation and integration services from consolidation of current resources to a transformation of a multi-data-center environment. EMC drives the value of your investment with a comprehensive portfolio of training and certification offerings—and as a four-time winner of the SSPA STAR Award for outstanding mission-critical support, we help you keep your information available 24x7 to deliver competitive advantage and drive revenue.



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Services Overview
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Take the Next Step

Simply register for your Powerlink account today and access this world of information at <http://powerlink.EMC.com>.