

MOMENTUM USER GROUP MEMBER

Frequently Asked Questions



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WHAT ARE THE BENEFITS OF BECOMING A MOMENTUM USER GROUP MEMBER?

When you become a Momentum User Group member, you benefit from:

- A shared network and knowledgebase with other customers, subject-matter experts, partners, and analysts in your community
- The ability to set your own agenda by responding to the call for topics
- The opportunity to provide feedback to EMC and take advantage of additional resources
- Exclusive member- and regional-specific communications, a member Welcome Kit, a collector's lapel pin, and special access to member-only events at the greater US and EMEA Momentum conferences

HOW DO I BECOME A MEMBER OF AN EMC MOMENTUM USER GROUP?

Momentum User Group membership is easy, free, and open to all EMC customers. To join, visit the program website at www.emc.com/mug, and select the group of your choice. Then simply complete the membership form.

WHAT CAN I EXPECT FROM A MOMENTUM USER GROUP MEETING?

Momentum User Group meetings are fun and informative. You'll learn:

- From subject matter experts on industry trends, roadmaps, and requested topics
- How to network and share best practices with customers, subject-matter experts, partners, and analysts
- The best ways to get connected with the resources you need

Plus, you get to attend two built-in networking opportunities at each meeting—lunch and happy hour.

WHEN I BECOME A MOMENTUM USER GROUP MEMBER, IS A CERTAIN LEVEL OF COMMITMENT REQUIRED?

No specific amount of time or deliverables are required. We encourage you to respond to the call for topics and attend the group meetings.

HOW OFTEN ARE USER GROUP MEETINGS HELD?

Currently, user group meetings are held once or twice a year. The meetings typically run from 8 a.m. to 3:30 p.m., and include a continental breakfast, networking lunch, and happy hour.

momentum
USER GROUP

EMC²

HOW MANY CUSTOMER MEMBERS DOES IT TAKE TO OFFICIATE A USER GROUP AND HOST A MEETING?

On average, each meeting will have about 45 members in attendance. While there is no limit to the number of members a user group can have, a minimum of 40 customer members is required to officiate a group and host a user group meeting. You can check the number of members in your group by visiting the MUG map on the Find a Group page of the Momentum User Group website.

WHO DETERMINES THE MEETING'S AGENDA TOPICS?

Prior to every meeting, a call for topics is sent out to each group member. All Momentum User Group members have the opportunity to respond and let us know which topics they'd like to see on the agenda. EMC will then set the agenda based on majority feedback.

WHAT PRODUCTS/TOPICS ARE DISCUSSED AT THE MEETINGS?

Momentum User Group meetings cover the entire Information Intelligence Group product line including Documentum, xCP, Captiva, Kazeon, and Document Sciences.

CAN I EXPECT ANY INDUSTRY-FOCUSED MOMENTUM USER GROUPS?

Industries may or may not have a stronger presence in certain regions. The most common practice is to integrate industry presentations into the meeting agenda. Primarily, the industry presentations relate to the meeting geography and feedback from the call for topics. For example, Houston=Energy, Manhattan=Financial Services. The program currently hosts the Federal User Group in Washington, DC.

ARE THERE ANY PRODUCT-SPECIFIC USER GROUPS?

The Document Sciences National User Group is the only product-specific group at this time. Product-specific presentations may be included as an agenda topic based on the feedback from the call for topics.

I DON'T SEE A MOMENTUM USER GROUP NEAR ME. WHAT DO I DO?

Start one in your area—it's easy! Simply send a request to start a new group by logging into the momentum user group website and submit a request to start a new group. Encourage other customers and colleagues to join—once your group reaches 40 members, it will be recognized as an official Momentum User Group and a meeting will be set up.

HOW CAN I BE MORE INVOLVED IN MY REGIONAL MOMENTUM USER GROUP?

You can get more involved by becoming a leader. Each group has up to four customer leaders. To learn more about leader responsibilities and benefits, and to sign up, visit the leader page on the Momentum User Group website at www.emc.com/mug.

I'D LIKE TO PRESENT AT THE NEXT USER GROUP MEETING. HOW DO I SIGN UP?

Contact your Momentum User Group leader or e-mail a request to momentumusergroup@emc.com. During your presentation, remember to share your own customer story—most meeting attendees surveyed said the presentations most valuable to them are customer case studies.

PROGRAM RESOURCES

WEBSITE: www.emc.com/mug

EMAIL: momentumusergroup@emc.com

TWITTER: #EMCmug

iPAD APP: EMC Folio — Momentum