

EMC SERVICE EVENT PACKS

A flexible purchase option designed to meet your dynamic business requirements

ESSENTIALS

- Simplify the procurement process and reduce administrative expenses
- Forecast and allocate budget for service events requirements
- Speed time-to-service by eliminating procurement and purchase order-related delays

EMC® Service Event Packs streamline the purchase of selected EMC services. With this innovative purchase option, you can meet your business requirements—without having to open a new purchase order for each point-service event—easing procurement costs and reducing time to service.

HOW EMC SERVICE EVENT PACKS WORK

Working with your EMC account team, you forecast your needs and establish an account with purchased credit toward non-warranty and maintenance event services. This will enable you to decrement the account as you use services—quickly and efficiently.

When you need service, simply call EMC Customer Service and indicate your account number and the service you would like to purchase. A quote is provided for each service event. There is no need to open multiple purchase orders for services.

EMC Service Event Packs ease the administrative tasks associated with the purchase process and reduce the time to service, helping you meet budget and business requirements with the confidence that you are backed by world-class EMC customer service.

INCLUDED SERVICES

The following selected services are available for purchase through an EMC Service Event Pack for delivery by EMC or our Authorized Services Network partners:

- **Installation and de-installation:** Expert installation or de-installation of your EMC storage array components and cabinet.
- **Configuration changes/change control:** Proactive research, planning, and orchestration of all changes to your EMC environment—ranging from microcode upgrades to changes as part of comprehensive data center relocations.
- **EMC customer engineer standby:** EMC designates a customer engineer for support during self-implemented equipment moves, upgrades, or changes to provide technical product-specific support if needed.
- **Recertification:** Recertify your off-warranty or maintenance EMC storage array and return-to-EMC support services. EMC Recertification Service ensures your storage system components are up to date with the code levels to maximize storage availability and prepare for resumption of EMC maintenance services.
- **Onsite knowledge transfer:** Refresh your knowledge or provide new storage team members with an overview of your EMC storage array features and usage tips.
- **Connect-home configuration:** Reconnect your EMC array to proactive, preemptive EMC Customer Service or services to configure the new EMC Secure Remote Support Gateway.

- **Site audits:** Comprehensive inventory of your environment provides system templates detailing cable layouts, host connection, port assignments, and storage allocations.
- **Non-EMC product resolution:** Isolate and resolve problems related to EMC and non-EMC products in multivendor environments.
- **Product misuse resolution:** Expert resolution of EMC hardware and software issues as the result of accident, error, or other damage by your staff.

Ask your EMC representative about other services available in an EMC Service Event Pack.

LOOK TO EMC GLOBAL SERVICES TO DELIVER RESULTS

EMC Global Services provides the strategic guidance and technology expertise that organizations need to address their business and information infrastructure challenges and derive the maximum value from their information assets and investments. We are committed to exceptional total customer experience through service excellence. Our 14,000+ professional and support service experts worldwide, plus a global network of alliances and partners, leverage proven methodologies, industry best practices, and experience and knowledge derived from EMC's 30-year information-centric heritage to address the full spectrum of customer needs across the information lifecycle: strategize, advise, architect, implement, manage, and support.

CONTACT US

For more information, contact your EMC sales representative about how EMC Event Service Packs can benefit your business and organization.

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