

# EMC REMOTE MANAGED SERVICES

## Increase operational efficiencies and improve the management of your information infrastructure

### THE BIG PICTURE

- Minimizes risk and improves operational efficiencies of information infrastructure operations
- Enables a cost-effective approach to 24x7 coverage and availability
- Improves service levels through standard processes and instant operational assistance
- Provides knowledge transfer including documented processes and architecture
- Ensures ongoing visibility of performance and asset utilization through detailed reporting
- Frees up time of onsite resources to focus on strategic initiative and other business priorities
- Continuous availability to specialized storage/information infrastructure management skills and expertise
- Predictable information infrastructure management costs

EMC® Remote Managed Services help you define and improve service-performance baselines and increase operational efficiency with ITIL-based, 24x7 intelligent remote monitoring and management of your information infrastructure.

### BUSINESS CHALLENGES

As IT infrastructure becomes more complex, many organizations struggle to define and meet service levels and keep up with demands for efficient and effective 24x7 infrastructure management. They are challenged with maintaining a full range of IT capabilities while addressing budget pressures, critical project deadlines, and a shortage of skilled IT resources. These challenges require organizations to seek alternative cost-effective options for managing specific areas of their IT operations in order to effectively utilize their information assets and realize a greater return on investment. EMC addresses these challenges with Remote Managed Services which provide cost-effective options for 24x7 intelligent monitoring and operations management for key areas of your information infrastructure.

To optimize information management without overwhelming their existing staff or adding headcount, organizations are asking EMC to manage their storage and backup environments. With EMC's best-practices management processes and experience, organizations can achieve service-performance baselines, better use information assets and capabilities, and focus resources on other aspects of the IT infrastructure.

### SERVICE DESCRIPTION

EMC Remote Managed Services provide flexible options for 24x7 remote monitoring and operational infrastructure management that improve operational efficiency. Experienced EMC Global Services professionals located in worldwide Remote Management Centers (RMC) deliver realtime intelligent monitoring of your environment, incident management, and day-to-day operational management based on ITIL standards combined with EMC best practices. With Remote Managed Services, you can run your data center 24x7 and free up your onsite resources to focus on other key business priorities.

Remote Management Centers are located in the U.S., India, and Ireland and operate 24x7 with best-in-class EMC service professionals who possess in-depth knowledge and experience on both management and process definition of remote information infrastructures. RMC staff have access to EMC's extended network of service and support professionals in addition to EMC's best-in-class tools and technology.

### EMC REMOTE MANAGED SERVICES OFFERINGS

Remote Managed Services are available today for storage area networks (SANs), network-attached storage (NAS), and backup, recovery, and archive environments.

## EMC SERVICE DESK

The EMC Service Desk provides 24x7 intelligent alert monitoring and operational support that gives you the visibility and support you need to effectively manage the performance of key assets in your environment, in addition to avoiding potential issues. You benefit from around-the-clock monitoring and the assurance that when your IT staff goes home at night, experienced remote EMC service professionals are proactively monitoring your environment and managing incidents in real time. This results in faster problem resolution and problem avoidance. It ensures that all incidents your business considers critical are handled with the top priority status they require. Deliverables include:

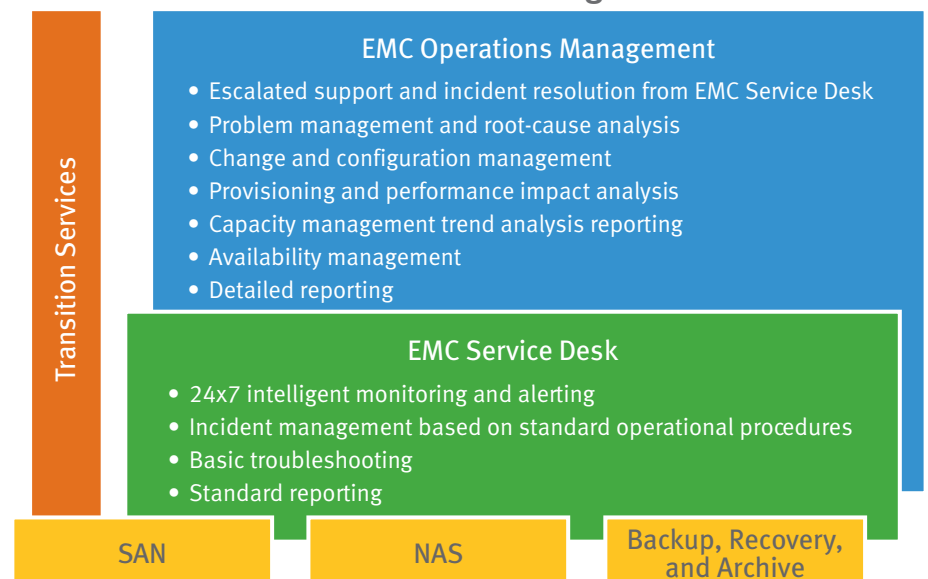
- 24x7 intelligent monitoring and alerting of supported environment performance and utilization
- Incident management based on standard operating procedure (SOP)
- Basic troubleshooting and first-level incident resolution
- Immediate incident escalation to your provided incident resolution teams
- Standard reporting on utilization, incidents, and availability

## EMC OPERATIONS MANAGEMENT

EMC Operations Management builds upon the EMC Service Desk by providing day-to-day operations management based on ITIL standards combined with EMC best practices. By leveraging EMC Operations Management services to manage business-as-usual tasks, your local resources are available to focus on other business priorities and more strategic initiatives. Detailed reporting also ensures you receive timely information and recommendations to ensure optimum asset utilization. Deliverables include:

- Escalated support and incident resolution on incident management from the EMC Service Desk
- Problem management and root-cause analysis for Severity One incidents
- Change and configuration management, including provisioning and performance impact analysis
- Capacity management trend analysis reporting and recommendations for improvement
- Detailed reporting on change and asset management, capacity, and hardware performance

## EMC Remote Managed Services



## TRANSITION SERVICES

To ensure successful delivery of Service Desk and Operations Management services, EMC provides Transition Services at the start of every engagement. Experienced EMC Global Services professionals work closely with your staff to understand and define specific requirements for remote management delivery in your environment. EMC will establish key performance indicators based on defined service-performance baselines in addition to providing you with a detailed run book. Transition Services are critical to ensuring your remote information infrastructure management objectives are met.

Transition Services consist of Process Integration, Technology Verification and Integration, and Operational Integration. These include:

- Documented and defined remote management processes and reporting requirements
- Defined key performance indicators for each process
- Audit and updates to existing customer CMDB as required
- Verification and validation of supported architecture, including EMC Ionix™ ControlCenter® installation
- Establishment of a secure, redundant connection from EMC Remote Management Centers
- Documentation of alert definitions, escalation process, and EMC and your responsibilities
- Customer run book detailing Remote Managed Services processes and operations and your requirements

Maximize the value of your information infrastructure with Remote Managed Services and EMC Residency Services

Combine Remote Managed Services with onsite EMC Residency Services for a comprehensive and cost-effective, 24x7 information infrastructure management solution.

## SERVICE VALUE

EMC is focused on providing value-added services that improve management capabilities of the information infrastructure. With EMC Remote Managed Services, you can protect and optimize your information infrastructure investment from today's fast-changing technological developments. EMC has broad experience and a proven track record in managing information infrastructures. Remote Managed Services not only give you continuous access to the information infrastructure skills and experience you need, but also provide access to EMC's extended network of Global Services professional- and support-services experts worldwide. By leveraging ITIL standards and EMC best practices, Remote Managed Services ensure you achieve service-performance baselines and obtain high availability in your information infrastructure.

## ABOUT EMC GLOBAL SERVICES

EMC Global Services provides the strategic guidance and technology expertise 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 13,000+ professional- and support-service experts worldwide, plus a global network of alliances and partners, leverage proven methodologies, industry best practices, 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.

### TAKE THE NEXT STEP

Ask your EMC sales representative about the full spectrum of services from EMC that can benefit your organization, or visit our website at [www.EMC.com/global\\_services/](http://www.EMC.com/global_services/).

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