

EMC Avamar Services

Address your backup and recovery challenges and derive the maximum value from your Avamar global source data deduplication solution

Why EMC Global Services?

- Largest information-focused services organization in the world, backed by EMC's extensive resources and expertise
- 14,000+ professional and support service experts worldwide, plus global network of professional and customer service partners
- 500+ cooperative support agreements
- End-to-end services capabilities addressing the full spectrum of customer needs across the information lifecycle
- Proven methodologies, industry best practices, experience, and knowledge derived from EMC's 30-year, information-centric heritage
- Thousands of successful engagements across the globe
- Award-winning, mission-critical customer support, industry-leading training and certification program
- Focus on Total Customer Experience

EMC® Avamar® services help solve the challenges associated with traditional backup by enabling fast, reliable backup and recovery for VMware® environments, remote offices, and data center LANs. The full range of services for EMC Avamar helps you fully realize its patented global data deduplication technology to identify redundant data segments at the source (or client), thereby reducing daily backup data by up to 500 times before it is transferred across the network and stored to disk. This allows you to realize existing WAN bandwidth, while encrypting your backup data for added security. In addition, the resulting decrease in data results in dramatic capacity reductions and attendant energy and power savings.

EMC understands your challenges

EMC Global Services provides the strategic and technology expertise you need—with a commitment to exceptional total customer experience through service excellence—to address your business and information infrastructure challenges and derive the maximum value from your Avamar solution.

EMC recognizes that business and IT executives and managers face a diversity of pressures—from leveraging technology for new initiatives that provide differentiated value to customers and grow the bottom line, to improving business processes for operational efficiency, cost containment, and meeting compliance requirements, to deploying IT systems with minimal risk. EMC's information-focused service professionals leverage proven methodologies, deep expertise, and industry best practices to help organizations around the world, of all sizes and in all industries.

EMC Avamar services and capabilities

Consulting services—align service levels and reference architectures with business requirements

EMC Consulting helps you leverage information in new ways to offer greater customer value and create new business opportunities. Our consulting professionals combine objectivity with deep industry, business, technology skills, and expertise to solve today's toughest business, IT, and information management challenges. We offer a rich portfolio of professional services offerings, delivered through highly customized consultative engagements that extend your organization's own skills, focus, and global execution capabilities. Use of field-tested tools, proven methodologies, best practices, and industry standards optimize time to value for your information infrastructure initiatives. Benefits of our consulting offerings include:

- Analyzes all aspects of your recovery architecture, operations, and business drivers relating to your data protection strategy
- Aligns your business requirements with the appropriate solution to your service level objectives
- Accelerates your adoption of EMC solutions by defining use cases, service-level agreements, operating procedures, and acceptance testing, while supporting your ROI and TCO models

EMC Avamar Technology Implementation Services help you realize the full value of your Avamar investment with our proven methodology—the EMC Global Delivery Model—that ensures that we deliver rapid, flawless implementation services to every customer in every engagement worldwide.

EMC Operational Assurance for Avamar service provides practical and thorough ongoing operational best-practices guidance and knowledge transfer.

Implementation services—speed time to value from your EMC Avamar investment

With EMC Avamar custom and fixed-scope implementation services, EMC can help you realize results quickly and efficiently, and with minimal risk. Our experienced delivery professionals have deep product expertise (EMC and third-party), are rigorously trained and certified in storage technology and implementation methodologies, and leverage best practices and proven delivery and project management methodologies to help you install and implement your Avamar solution to ensure its optimal performance. EMC's delivery teams have accessibility to tested and proven reference architectures and interoperability testing results—and leverage thousands of hours of validation testing—to ensure that the solution you implement works as expected. Benefits of implementation services include:

- Minimize risk associated with complex implementations and migrations
- Accelerate implementation and speed time to value of new technologies
- Satisfy immediate and long-term business and performance objectives
- Optimize availability, performance, security, interoperability
- Improve service levels, reduce management costs
- Protect your investments in information infrastructure

Operational Assurance service—fully realize Avamar capabilities with operational best practices, performance/tuning optimization guidance, process recommendations for improvement, and training recommendations

The EMC Operational Assurance for Avamar is a custom post-implementation service that bridges the gap between implementation and solution self-sufficiency. EMC Global Services professionals work directly with your Avamar administrative personnel to provide practical and thorough ongoing operational best-practices guidance in areas such as support processes, problem escalations, administration, maintenance of configuration as implemented, performance, and tuning. The result is a fully realized Avamar operational environment that enables fast, secure, and reliable data protection by reducing the size of backup data at the source—before it is transferred across the network and stored to disk. A fixed-scope service is available for environments that do not require the scope of the custom Operational Assurance service (approximately 40 hours for small- or medium-size businesses).

The EMC Operational Assurance for Avamar service provides the following benefits:

- Allows you to fully realize Avamar capabilities by supplementing the traditional implementation service with best-practices knowledge transfer, operational best practices, performance/tuning optimization guidance, process recommendations for improvement, and training recommendations
- Provides operational documentation specific to your configuration
- Increases Avamar administration and operational skills
- Identifies opportunities to more effectively leverage Avamar capabilities
- Provides a summary report with recommendations for improvements and training

Residency services—streamline operational management and fulfill post-implementation knowledge, expertise, and resource gaps

Residency services deploy experienced, specialized information infrastructure professionals at your site for an extended period of time to furnish the skills, technical knowledge, and expertise you need to assist in day-to-day infrastructure operations, management, and support of your Avamar solution. Services span the information lifecycle—from post-implementation assistance to longer-term management of daily Avamar backup processes and operational support. All Residency services are designed to yield operational benefits while reducing costs. EMC residents leverage our best-practices library, EMC Knowledgebase, and extensive storage/application expertise to materially improve your infrastructure's operation.

EMC Velocity² Authorized Services Network (ASN)

EMC extends its services capabilities through the Velocity² Authorized Services Network (ASN) program. Velocity² ASN is a strategic family of EMC service partners delivering a comprehensive portfolio of implementation and support services. Velocity² ASN partners have received EMC's advanced technical training, verified through the EMC Proven Professional Certification Program, and have access to the same service methodologies and tools to deliver solutions that address all phases of your information challenges and business objectives. You can feel confident that they will deliver the best-in-class products and solutions you expect from EMC.

Benefits of EMC Residency services include:

- Improved operational efficiency
- Fills skill and/or experience gap without additional headcount
- Best practices and knowledge transfer
- Greater and faster return on your backup investment
- Decrease in post-implementation issues
- Improved planning and operational insight
- Accelerate integration of new IT assets and streamline administrative procedures

Residency services for Avamar include the following:

Designated Support Engineer—personalized support providing fast, effective problem resolution, a proactive support strategy, and realtime communication and reporting

The Designated Support Engineer (DSE), available as an add-on to your Premium Support maintenance agreement, offers expertise and assistance to meet today's demanding requirements. The DSE provides personalized service—managing and overseeing all technical support activities related to your Avamar implementation. This service can be delivered onsite or remotely from an EMC facility and can be purchased as either a dedicated or shared resource to meet your individual requirements.

The DSE service provides:

- **Single point of contact.** Resolution process is streamlined with a senior technical support resource to resolve product-specific support issues.
- **Direct access to EMC resources.** DSEs have fast access to other senior technical resources at EMC's support facilities to assist with fast issue resolution and escalation.
- **Proactive support strategy.** Helps you maintain an optimal EMC implementation through proactive management best-practices recommendations.
- **Communication and reporting.** Relevant reporting. Sharing of technical information and recommendations related to the specified product line supports informed decision making and continuous improvements.
- **Onsite support for critical issues.** DSE onsite resources will be working side-by-side with your staff to resolve issues. DSE remote resources will travel onsite or send another EMC support professional to assist in the technical support of critical issues when necessary.

Customer support services—ensure business continuity and a highly available data environment

EMC delivers the skilled resources you need—whenever, wherever, and however you need them—to quickly and proactively resolve EMC solution-related issues so you can fully leverage the capabilities of your information infrastructure. Support is available around the clock via proactive, pre-emptive secure remote support or live telephone support, onsite through our global field service organization and partners, or online via our comprehensive eService support tools and resources. EMC's information infrastructure technology support experts are highly trained in current technologies with expertise in information infrastructure technology and complex, heterogeneous, information-intensive environments. Over 500 cooperative support agreements accelerate time to resolution for joint customers.

- Increase availability, reliability, and productivity to meet business demands
- Minimize impact on business operations
- Rapid response and time to resolution
- Reduce service incidents and critical events
- Personalized support options
- Complete online access to service event information

Training and certification—develop skills to implement and manage complex IT infrastructures and increasing storage demand

EMC's industry-leading training and certification program can help you build expertise in storage information and information management and develop organization-wide readiness to address growing challenges. Formal validation through EMC Proven™ Professional Certification helps organizations address the growing challenges of increasingly complex multi-storage environments, a shortage of skilled storage professionals, and managing increasing storage demand. EMC technology-specific learning paths help your staff leverage the extensive capabilities of EMC technology and solutions. This learning framework—available in over 65 locations worldwide through a variety of instructor-led and flexible technology options—offers a wide array of storage technology and management certifications, as well as training solutions and tracks that map to roles and technology solutions.

- Help IT team members with varied backgrounds and skills work together to meet common business goals in heterogeneous environments
- Enable IT professionals to better meet the growing requirements of mission-critical information and advancements in technologies
- Fill the knowledge gap in understanding varied components of modern “open storage technology” infrastructure



EMC Corporation
Hopkinton
Massachusetts
01748-9103
1-508-435-1000
In North America 1-866-464-7381
www.EMC.com

Take the next step

Learn more about how EMC Global Services can help you address your information infrastructure challenges and derive the maximum business value from your information assets and investments. Contact your EMC sales representative or visit us on the Web at www.EMC.com.