

D6.5 Documentum Compliance Manager Rapid Success Program

1. Introduction

This document provides an overview of, and requirements for participation in the EMC D6.5 Documentum Compliance Manager Rapid Success Program (D6.5 DCM RSP).

We are seeking current EMC customers and partners to participate in the RSP. The qualified participants must be planning a production deployment of D6.5 DCM. In addition to gaining the assistance of a cross organizational EMC team, you will have direct input into the direction of future releases of DCM. Participants will be asked to provide specific deliverables and feedback throughout the duration of the program to ensure successful deployments within the time window of the program.

After the successful completion of the RSP you will be asked to fill out a survey, so we can determine how well the goals and expectations were met for your deployment.

Please review the requirements and RSP schedule, contained in this document. If you are selected for participation in this program, you are agreeing to the requirements set forth in this document.

Applying for participation DOES NOT automatically qualify you for program participation. Applications will be reviewed and participants selected based on their match with the program goals.

The program application deadline is **March 31, 2008**. The participant **selection will be finalized by April 7, 2008**. If you have any questions regarding this application and/or the RSP, please send your questions to fu_danny@emc.com or deployment_programs@emc.com.

2. DCM Product Overview

Documentum Compliance Manager (DCM) enables customers to create, review, revise, approve and distribute controlled content on-line within an audited environment, helping customers to collect, share and apply content to meet stringent quality goals and compliance requirements. DCM incorporates the best practices of many successful global implementations of Documentum solutions for managing controlled content. Originally intended for the management of Standard Operating Procedures (SOPs) and other controlled content in life sciences companies, DCM provides a broadly applicable set of functionality for document control across industries and has been adopted in the financial services, chemical, and aerospace sectors.

DCM serves as a Web-based application services framework that provides customers and developers with the necessary controls to meet government and

industry regulations including 21CFR-11 and ISO 9000. The services can be configured uniquely within DCM as an application or can be used as building blocks for further development.

DCM assist you in the following ways:

- Distributes current documents to the right people for you in a timely, consistent, manner
- Uses a defined process that incorporates change requests, change notices, and supporting documents to record and track changes
- Assures that documents are reviewed and approved by the appropriate people in a consistent, controlled process
- Allows consumers to read documents and issue change requests
- Allow coordinators to create and edit documents and issue change notices, as well as route documents for review and approval.
- Provides automated control over who may view, print, or change electronic documents.
- Provides built-in reports to help you track your documents.
- Automatically generates audit trails for events such as the creation, modification and approval or sign-off of controlled or printed.
- Restricts printing, tracks printed copies and recalls printed copies for controlled documents.

Using the various configuration options included with DCM, the DCM Administrator can configure a business application that defines automatic properties and processes for specified document types.

Each DCM business application includes the following features:

- Controlled document creation, editing, viewing, and printing
- Auditing, authentication, and electronic sign-off
- Automatic document lifecycle management
- Automatic document naming, versioning, and other property settings
- Workflow management and automation
- Automated distribution and notification functionality

3. Rapid Success Program Overview

The primary goal of this program is to enable EMC customers and partners to accelerate their D6.5 DCM deployments. A secondary goal is to generate references that can be used to encourage others to deploy these products. In order to achieve these goals, EMC is providing the following:

- An RSP team dedicated to support participants
- Visibility into the D6.5 DCM release during the planning phase of the program
- A 'Rapid Response' window during which a team of Product and Support engineers will provide quick turnaround for deployment questions, issues and

where necessary, hot fixes for defects in the products reported during the program

The D6.5 DCM product deployments must meet a critical business need. Pre-agreed-to reference activities will be required upon the completion of a successful deployment. The planned deployment must have a scope and timeline that falls in the July 2008 – January 2009 timeframe.

There is no cost to participate in this program, other than the participants' own cost for software and their deployment activities.

RSP Tiers

There are four tiers of participation. The tiers correspond to the level of participant commitment, support levels received from EMC, and resources required to ensure successful deployments.

Premier Tier

- Limited to a small number of highly qualified participants
- Deployment closely meets the criteria and deployment window as outlined in this application
- Participants agree to all activities and deliverables outlined in this application. Ability to provide reference activities upon a successful deployment is highly desirable, and will be taken into consideration during the selection process.

This tier receives:

- Highest level of support from the EMC RSP team for Support service requests and issues logged
- High priority in meetings
- eRoom peer collaboration

Standard Tier

- Limited number of participants, but greater number than in the Premier Tier
- Deployment generally meets the criteria and deployment window outlined in this application
- Participants strongly encouraged to participate in the activities and deliverables outlined in this application

This tier receives:

- Support from the EMC team after Premier Tier commitment has been fulfilled, if necessary to differentiate. (Historically, it has not been an issue for the EMC

team to support both Premier and Standard tiers at an equally high level of responsiveness.)

- Participation in RSP meetings with the ability to engage in discussions only as time permits
- eRoom peer collaboration

Partner Tier

- Open to technology partners and systems integrators not actively working with a customer on a DCM deployment

This tier receives:

- Support from EMC team after commitment to Premier and Standard tiers has been met
- eRoom peer collaboration

Read-Only Tier

- Undefined number of participants
- Includes customers and partners who are minimally qualified but would gain benefit from participation in the RSP
- Participants do not need to agree to all the activities and deliverables outlined in this application

This tier receives:

- Read-only access to the eRoom, including the Issue Tracker
- Access to program activities (meetings, trainings)

Participation Requirements

- Participants must be existing customers, partners or EMC employees
- The targeted application must accommodate a critical business need
- Customer management must support the program
- Goals for the deployment must be clearly established
- Participants must make the level of time and resource commitment for the designated tier
- Participants must ensure that the features and functionality planned for their deployment can be accommodated by the D6.5 DCM product release

- Participants must have sufficient experience with EMC Documentum products. **The RSP is intended to supplement, not replace expertise required for deployment.** If necessary, participants may need to engage consulting assistance - **this is not provided through the program.**

- Participants must identify an EMC Documentum champion within their organization

- The deployment must have a clearly defined plan and scope to be completed prior to program execution

- Participants must agree to complete an evaluation survey at the end of the program

- Participants must agree to reference requirements as outlined in this agreement

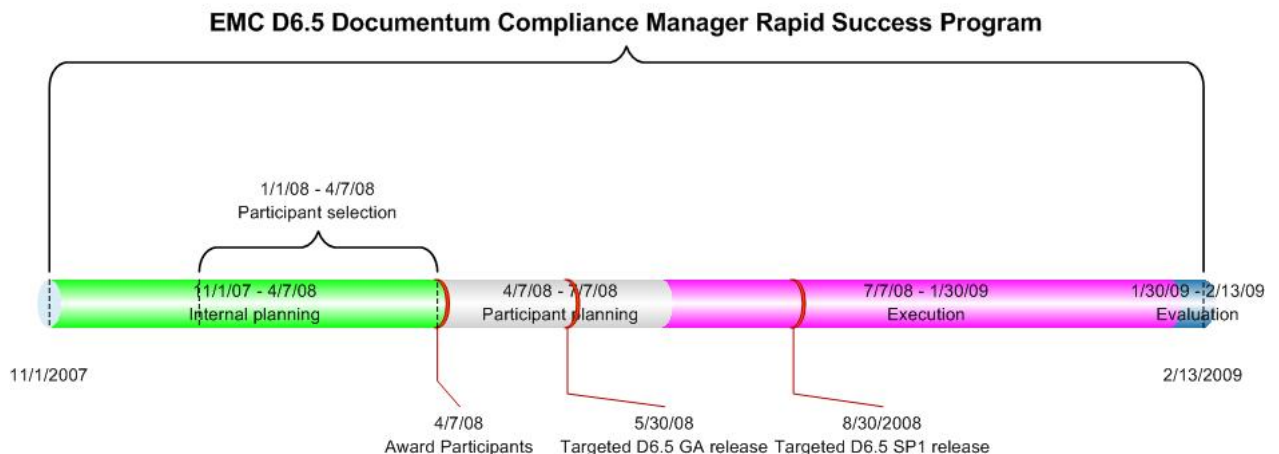
Participant Benefits

Rapid Success Program participants will receive the following benefits:

- Increased assistance to achieve early, successful deployments
- Reduced time and, therefore, cost to deploy
- Direct feedback into EMC to influence future products, documentation, training and services
- Development of repeatable, scalable success formulas for future EMC deployments

Rapid Success Program Timeline

The D6.5 DCM Rapid Success Program will run for a period of 9 months with the Participant Planning phase beginning in April 2008 and the Execution phase lasting 6 months from July 2008 through January 2009. A brief evaluation phase will follow execution. All dates are subject to change. Any changes to the dates will be communicated to participants as soon as they are confirmed.



4. RSP Activities

Planning Activities

During the deployment planning period, EMC will provide:

- Visibility into the D6.5 DCM product release
- RSP eRoom to:
 - ==> Collaborate with the RSP team and other participants
 - ==> Monitor questions and issues
 - ==> Make templates for deliverables available

During the planning phase, Premier and Standard Tier participants will provide the following information regarding their planned deployments:

- Deployment plan and overview
- Deployment schedule, including major milestone dates for deployments

Execution Activities

Deployment execution will begin in July 2008, following the FCS release of D6.5 DCM, currently targeted for Q2/Q3 2008. The RSP eRoom will be used for all general activities including:

- Collaborating with the EMC RSP team and other participants
- Providing meeting, program, and product information
- Logging and resolving issues and questions in the issue tracker
- Participating in polls and surveys

Weekly program meetings are currently targeted for Thursdays at 8:00 am Pacific Time. Participants will:

- Attend weekly meetings to discuss deployment status, any blocking or other issues of concern, and gain information from the RSP team
- Submit brief weekly status reports one day prior to the weekly meeting to allow the RSP team to research any issues that may be discussed in the meeting
- Report on deployment milestones

The weekly meetings will focus on resolving blocking issues and priority

discussion items. Where time permits, meetings will provide a forum for collaboration between participants who may share the same issues, concerns or solutions.

The following process is for issue tracking and resolution in the RSP:

- Participants will log Support Service Requests (SRs) via the EMC Powerlink website for all potential product defects, technical questions and feature requests
- Questions regarding product roadmaps and product futures can be logged directly into the eRoom

==> If an SR is deemed to be a blocking issue, e.g., impediment to deployment, participants will log an eRoom issue and reference the SR number in the eRoom Issue Tracker. This will allow the Customer Deployability Program Manager to gain visibility into this high priority issue, and help bring together appropriate parties to resolve the issue.

==> If the blocking issue is urgent, participants may also contact the Customer Deployability Program Manager directly to expedite resolution

==> The RSP team will review each blocking issue and work with participants toward resolution

==> Hot fixes will be provided where determined necessary

Rapid Response Window

During the 6 month RSP execution period, EMC will provide dedicated Support and Product engineers to reproduce and fix bugs in a rapid turnaround window (rapid response window). For Showstopper and High priority issues, Product engineers will be brought in within a 24 hour window to begin working on them.

Evaluation Activities

During the evaluation phase, participants will:

- Complete a final survey that will include feedback on:

==> Product quality and deployability

==> Benefits of program

==> Prioritizing of feature requests

==> Success of your deployment

- Perform the reference activities agreed to in the submitted application

If a service pack is required to resolve issues, participants will upgrade their RSP deployment to that release when it becomes available.

5. Reference Requirements

Participants whose program work results in satisfactory deployments are strongly encouraged to engage in one or more reference activities, which are coordinated

by our "Studio D" Customer Leverage group. **It is mandatory for Premier Tier participants to engage in at least one reference activity.** Points awarded within the Studio D program can be redeemed for special benefits, such as passes to the Momentum conferences, training credits, gift items, or donations to various charities. **Preference in applicant selection will be given to those most able to commit to reference participation activities.**

- Company name/logo usage
- Customer quote
- PowerPoint slide usage in presentations
- Analyst reference calls
- Press releases
- Sales reference calls
- Product Advisory Forum participation
- Conference presentations
- Success stories
- Hosting customer site visits
- Case studies
- Advertisement / brochure participations

Please go to <http://studiod.emc.com> for more information about the Studio D program.

6. Joint Commitment

To ensure a successful RSP, the schedule must be executed in a correct and timely manner. This requires a commitment from all RSP participants: EMC RSP team, customers, vendors and system integrator partners.

EMC Commitment

EMC will provide a D6.5 DCM RSP team to perform the activities outlined in this document.

Participant Commitment

Participants will commit to dedicate a deployment team to perform the activities outlined in this document.

Minimum Requirements for Continued Participation

It is expected that requests for participation in the RSP will exceed what can be adequately supported in the program. **Submission of this application does not guarantee your selection or involvement.**

Subsequent to RSP participant selection, EMC reserves the right to drop any participant from the program who does not meet the following minimum requirements at any time during the program:

- Dedicate adequate and sufficiently trained resources to accomplish program specific goals
- Provide the appropriate site, hardware and software requirements necessary to engage in deployment activities
- Provide a representative to attend all conference calls and submit weekly status reports. If extenuating circumstances prevent meeting attendance, the participant must provide the status report. Advance notice to the Customer Program Manager is expected if a participant cannot attend the weekly meeting.

If you would like to apply for the program, please click on the link below to register:

<http://www.emcsurveys.com/se.ashx?s=5A1E27D2290B0BBB>