

EMC DESIGNATED SUPPORT ENGINEER

Personalized support and expert technical assistance to support your EMC implementation

ESSENTIALS

- Designated product-focused support expert with in-depth knowledge of your EMC product environment
- Proactive support to identify potential issues, recommend improvements, and to facilitate seamless implementations
- Comprehensive communications include technical strategy sessions and business reviews to highlight performance trends, summarize service activity, and define objective improvement recommendations
- Tailor your DSE service to meet your specific needs with remote

World-class technical support is the cornerstone of your EMC® solution. Successful organizations understand the importance of keeping business-critical applications up and running and how down-time or reduced performance can adversely impact productivity, efficiency, customer satisfaction, and even time to market. An EMC Designated Support Engineer (DSE) addresses these issues by providing a senior product-focused support expert for an EMC product. The Designated Support Engineer, available as an add-on to your Premium Support maintenance agreement, is your single point of contact to quickly resolve issues and proactively manage the support of your EMC product investment.

Your Designated Support Engineer offers expertise and assistance to meet today's demanding requirements. Additional benefits of this personalized service include continuity of support with an expert who develops an in-depth understanding of your environment and has access to other EMC senior technical resources and Product Engineering staff to assist with fast issue resolution and escalation. This enables your IT staff to focus on other business priorities.

SERVICE DESCRIPTION

FAST, EFFECTIVE PROBLEM RESOLUTION

The DSE provides personalized service—managing and overseeing all technical support activities related to the specified product line. As issues arise, the DSE will work closely with your IT staff to troubleshoot, reproduce, and manage reported issues through resolution. During this time, the DSE will provide:

- **Single point of contact.** A designated DSE provides centralized reactive support for specified product issues that arise. The DSE offers senior-level technical expertise and a detailed knowledge of your environment to facilitate fast, effective issue resolution.
- **Direct access to EMC resources.** DSEs have fast access to other senior technical resources at EMC's support facilities for assistance with problem management. If required, your DSE can also initiate engineering involvement to prioritize product issues or hot fixes needed to resolve critical issues.
- **Escalation management.** Monitoring of support severity and escalation levels and involving appropriate EMC staff and management if necessary.
- **Onsite support for critical issues.** If you select DSE—Onsite, your DSE will be working side-by-side with your staff to resolve issues. If you select DSE—Remote, you will have fast access to purchase additional onsite services. Your DSE will travel onsite or send another EMC support professional to assist in the technical support of critical issues when necessary.

PROACTIVE SUPPORT STRATEGY

As an extension of your staff, the DSE will become a trusted advisor for technical support issues associated with the specified product or solution. By implementing a proactive support strategy, they will assist you in maintaining an optimal EMC implementation resulting in greater availability and cost efficiency. Proactive management includes:

- **Proactive case review and reporting.** Your DSE will deliver a consistent and unobstructed view of service requests and trends to identify emerging and potential problem areas, and make improvement recommendations.
- **Advanced guidance on releases and products.** Expert advice based on years of experience helps determine which releases offer relevant improvements.
- **Best-practice recommendations.** Incorporation of EMC best practices to review, analyze, and provide guidance on existing migration or planned installation plans.
- **Future planning.** Working closely with EMC product management to advocate the customer's future solution needs and request feature/function product updates for consideration.

REALTIME COMMUNICATION AND REPORTING

As an integral part of your team, your DSE will provide a high-level of communication and reporting, sharing relevant technical information and recommendations related to the specified product line. Realtime communication and reporting aspects of the DSE service provide the information you need to make informed decisions and continuous improvements in your environment.

- **Regular issue review.** Lead regular meetings to review and discuss open issues or other support activities related to the specified product line.
- **Bi-annual business review.** Conduct a business review every six months to discuss support activities, upcoming product releases, information infrastructure changes, recommendations, and other matters related to support for the specified product line.
- **Periodic reports.** Activity reporting for technical and customer management issues for the specified product line.

DESIGNATED SUPPORT ENGINEER AVAILABILITY

The Designated Support Engineer is available for a broad spectrum of EMC hardware and software offerings, including:

ApplicationXtender®	eDiscovery
AutoStart™ and RepliStor®	EMC Disk Library
Avamar	E-mail Management & Archiving
Captiva®	eRoom®
Celerra®	Host Systems
Centera®	Information Rights Management
CLARiiON®	Mainframe software
Connectivity	NetWorker®
Content Management	Replication/Recovery
EMC ControlCenter® (Ionix)	Smarts® (Ionix)
Data Domain®	Symmetrix®
DiskXtender®	

SERVICES PORTFOLIO

EMC offers a range of personalized support options to help today's enterprise meet its objectives. Our service portfolio includes:

- **Strategic Account Manager:** Onsite or remote resource who oversees the support of the EMC information infrastructure, drives proactive support strategy, accelerates problem management, and is capable of meeting the needs of the largest and most complex EMC information infrastructures.
- **Customer Support Engineer:** Onsite engineer that delivers experienced skills to assist with installing, maintaining, and sustaining support for the EMC information infrastructure. Focuses on both preventative and remedial needs.

ABOUT EMC GLOBAL SERVICES

Through strategic consulting and world-class technology implementation, maintenance, and support services; managed services; education; and solutions, EMC Global Services helps customers address their information challenges, attain their near- and long-term business objectives, and get the maximum value out of their information strategies and infrastructures. Our 14,000+ information-focused service professionals leverage proven methodologies, deep expertise, and industry best practices to help customers build information infrastructures to store, protect, optimize, and leverage information—reducing risk, lowering cost, and delivering measurable business impact.

CONTACT US

To learn more about how EMC products, services, and solutions help solve your business and IT challenges, contact your local representative or authorized reseller—or visit us at www.EMC.com.

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