CUSTOMER SUPPORT SERVICES
Providing support your way.
Any time. Any channel. Anywhere.
EMC CUSTOMER SUPPORT SERVICES: A UNIQUE BLEND OF PEOPLE, PROCESS, TECHNOLOGY, AND PARTNERSHIPS

We are committed to customer support. Our global network of support professionals and authorized partners is working around the clock to deliver the resources, knowledge, and expertise you need—whenever, wherever, and however you need them.

PEOPLE

We have more than 7,000 support professionals in over 620 service locations throughout more than 150 countries—all trained and certified in EMC information infrastructure technology, spanning both physical and virtual IT environments. EMC customer support engineers have an average of eight years of experience with multiple industry certifications, and many have achieved EMC® Proven™ Professional certification—the highest technical certification in the industry.

PROCESS

If you contact us with a service request, we follow the same proven processes around the globe to ensure a consistent support experience. We utilize a comprehensive knowledgebase of technical best practices to help provide fast answers. If your case requires additional follow-up, you have the option to define the severity level of each incident in order to drive the required response. Our escalation management teams coordinate resources, set action plans, and track progress to resolution. If necessary, our comprehensive root-cause analysis provides a detailed description of the issue to avoid future incidents. In addition, we regularly seek customer feedback and use voice-of-the-customer metrics to continuously improve your support experience and provide proactive service.

TECHNOLOGY

Technology is infused into every step of the support process to make it fast and easy to get help, and to maximize the speed and quality of our response. Our nine Global Technical Support Centers utilize sophisticated technology to remotely monitor and repair your EMC systems, and to ensure service requests are quickly routed to the right resource. If onsite dispatch is required, our support centers and logistics organization coordinate scheduling of resources and parts delivery. Online support tools enable you to manage service requests, engage in support community forums, chat with technical support engineers, register products, and access diagnostic tools. Our unique EMC E-Lab™ tests multivendor infrastructures for interoperability to ensure optimal performance of your IT environment.

PARTNERSHIPS

Global partnerships with other technology leaders that leverage EMC infrastructure and intellectual property enable us to deliver innovative joint solutions. If a multi-vendor issue does arise, we have over 650 cooperative support agreements in place to share information and quickly resolve complex support and interoperability issues. We also have joint escalation centers with other leading technology vendors to ensure technical readiness and provide a dedicated escalation path. Our experience with the Virtual Computing Environment (VCE)—a collaboration between VMware®, Cisco, and EMC—has amplified EMC’s expertise in virtualization, networking, and converged infrastructure.
EMC SUPPORT OPTIONS

EMC Support Options are your access to the industry’s leading customer support experience. Backed by the trusted expertise of our global network of support professionals, we use proven processes and innovative service tools to help you achieve business objectives. We offer you three clear choices—Basic, Enhanced, and Premium—to meet a range of application and business requirements. Select the right EMC Support Option for your applications and information infrastructure to complement the needs and skills of your organization.

Basic Support Option—Business hours support essentials, including technical support, delivery of replacement parts, rights to new software releases, and 24x7 access to online support resources.

Enhanced Support Option—24x7 support for production environments, including around-the-clock technical support, next business day onsite response, proactive remote monitoring and resolution, and installation of non-customer replaceable units.

Premium Support Option—Mission-critical support for fastest resolution, including 24x7 technical support and monitoring, priority onsite response for critical issues, installation of operating environment updates, and installation of all replacement parts.

SERVICE-LEVEL OBJECTIVES (SLO)

<table>
<thead>
<tr>
<th>Severity 1: Critical</th>
<th>Severity 2: High</th>
<th>Severity 3: Medium</th>
<th>Severity 4: Request</th>
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</thead>
<tbody>
<tr>
<td>Basic</td>
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<tr>
<td>Remote SLO: 2 hours (9x5)</td>
<td>Remote SLO: 4 hours (9x5)</td>
<td>Remote SLO: 8 hours (9x5)</td>
<td>Remote SLO: 12 hours (9x5)</td>
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<tr>
<td>Enhanced</td>
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<tr>
<td>Remote SLO: 1 hour (24x7)</td>
<td>Remote SLO: 3 hours (24x7)</td>
<td>Remote SLO: 4 hours (9x5)</td>
<td>Remote SLO: 10 hours (9x5)</td>
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<tr>
<td>Onsite SLO: NBD</td>
<td>Onsite SLO: NBD</td>
<td>Onsite SLO: NBD</td>
<td>Onsite SLO: NBD</td>
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<tr>
<td>Premium</td>
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<tr>
<td>Remote SLO: 30 minutes (24x7)</td>
<td>Remote SLO: 2 hours (24x7)</td>
<td>Remote SLO: 3 hours (9x5)</td>
<td>Remote SLO: 8 hours (9x5)</td>
</tr>
<tr>
<td>Onsite SLO: 4 hours (24x7)</td>
<td>Onsite SLO: Within 12 hours (24x7)</td>
<td>Onsite SLO: NBD</td>
<td>Onsite SLO: NBD</td>
</tr>
</tbody>
</table>

Onsite SLO is for hardware and appliances only (customer location must meet radius requirements)

NBD = Next Business Day

* Non-CRU (customer replaceable units) only
** Severity 1 issues (severity 2 = within 12 hours, severity 3/4 = next business day)
*** See Service-Level Objectives table for detailed response objectives

This chart is provided for informational purposes only and shall not have any binding effect on EMC. The specific details of EMC’s warranty and maintenance offerings are set forth on the applicable EMC website, currently located on the product notice page, and shall control in case of any discrepancy with the information on this page.

- **Did you know…**
  - **EMC Secure Remote Support (ESRS)** is a proactive, remote support capability for EMC systems that is secure, high-speed, and 24x7. Customers who utilize ESRS may experience the following potential benefits:
    - 15 percent higher levels of availability
    - Three times more likely to resolve issues on initial contact
    - Five times faster problem resolution

  - **Did you know…**
    - **EMC Online Support** is your central location to access EMC support. It’s fast, personal, and social—enabling you to take control of your EMC support experience. Features include:
      - Product and task-focused navigation
      - Sophisticated search engine capabilities
      - Personalization features
      - Integration with EMC Support Community Forums

See for yourself at support.emc.com.
SUPPORT OPTION FEATURES

Each feature within the EMC Support Options portfolio provides a clear and distinct value proposition for your organization. Descriptions of these features are included below:

Installation of operating environment updates—Our team of upgrade experts will install all of your operating environment software updates. This feature is available with Premium Support.

24x7 remote monitoring and repair—Sophisticated remote support technology securely monitors your EMC systems and enables remote issue resolution before your business is impacted. This feature is available with Premium and Enhanced Support.

Onsite response with parts installation—Onsite dispatch as needed for parts installation. This feature is available for all parts with Premium Support (four hour objective for severity 1, within 12 hours for severity 2, and next business day for severity 3 and 4), and non-CRU (customer replaceable unit) parts with Enhanced Support (next business day). To meet service-level objectives, you must be located within a 100 mile/160 km radius and in the same country as an EMC service location.

Replacement parts delivery—If a part needs to be replaced for any reason, we will provide replacement parts that have undergone the same rigorous testing process as brand new EMC systems. This feature is available with Premium Support (four-hour objective for severity 1, within 12 hours for severity 2, and next business day for severity 3 and 4), and Enhanced or Basic Support (next business day). To meet service-level objectives, you must be located within a 100 mile/160 km radius and in the same country as an EMC service location.

Global technical support—You have the ability to engage with us in a wide variety of languages through any channel: online chat, web, or telephone. This feature is available on a 24x7 basis with Premium and Enhanced Support, and a 9x5 basis with Basic Support.

Rights to new releases of software—We will provide new software releases with improved features and important fixes to address your evolving business needs.

24x7 access to online support tools—Online support tools provide fast access to information on EMC products and services:

• Search EMC’s technical and support knowledge repository to quickly get the information you need
• Connect with EMC users and experts through Support Community Forums
• Register software, obtain license keys, and download product enhancements, patches, and upgrades
• Gain access to the EMC E-Lab for interoperability and product lifecycle information
• Engage live chat agents for the fastest response to technical and support questions
• View and track your service requests anytime, anywhere with the EMC Support App

Features not included in your EMC Support Option are available for purchase:

Time and Materials (T&M) provides the option to purchase EMC support services for activities that are not included in your EMC warranty or maintenance agreement.

Service Event Packs address service events through a flexible, streamlined procurement process without having to open a new purchase order for each event.

T&M and Service Event Packs are available for activities such as:

• Installation of new software releases
• Installation of replacement parts
• Onsite troubleshooting

Did you know...
EMC is a four-time recipient of the TSIA Hall of Fame Lifetime Achievement Award for winning over 20 TSIA STAR awards since the inception of the Awards in 1990.

EMC has won TSIA STAR awards in the following categories:
• Overall Excellence in Field Services Delivery
• Best Use of Metrics and Business Intelligence
• Best Support Staff Practices
• Complex Application Support
• Mission-Critical Support
• Innovation in Enabling Customer Success
• Innovation in Product Supportability

Did you know...
EMC Support Centers across the globe have received the prestigious SCP certification annually for over a decade.
EMC Personalized Support Services can be added to the product warranty or Support Option to tailor your EMC support experience. Many of EMC’s Personalized Support Services provide a single point of contact who is familiar with your environment and will help you reach business and operational objectives. With these advanced offerings, you can choose benefits such as an increased focus on a particular product or technology, a single point of contact to manage service requests, and additional features that align with your unique requirements.

EMC PERSONALIZED SUPPORT 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 15,000+ 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 33-year information-centric heritage to address the full spectrum of customer needs across the information lifecycle: strategize, advise, architect, implement, manage, and support.

EMC PERSONALIZED SUPPORT SERVICES

EMC PERSONALIZED SUPPORT SERVICES provide:
• Customized support to address your business, technical, or regulatory requirements
• Focused management of problem resolution for faster results
• Increased ability to meet internal SLAs
• Enhanced staff productivity
• Direct access to the right technical experts
• Assistance with projects and initiatives to meet business objectives

We recommend annual re-evaluation of your maintenance and support coverage to determine whether your coverage meets your current business and application requirements. If you have questions about renewing your maintenance agreement, please contact us at: MaintenanceRenewals@emc.com.

Please refer to the EMC Product Warranty and Maintenance Table on EMC.com to determine which Warranty and Support Options are available for specific EMC products.

LOOK TO EMC GLOBAL SERVICES TO DELIVER RESULTS

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CONTACT US

To learn more about EMC Customer Support Services, visit: www.emc.com/support, or contact your local EMC representative.