

Linklaters

Law Firm



“We wanted the best support there could be. That’s the reason we went with DSEs. We have had them for the past 17 years. It has worked really well for us. What it gives us is a single point of contact who we can call anytime. We use them for all sorts of things.”

Dhanraj Mani
Solution Architect

 [CLICK HERE TO WATCH THE VIDEO](#)

SERVICE

ECD Designated Support Engineers (DSEs)

ROI

Improved mean time to repair, increased efficiency

INDUSTRY

Legal

ECD Support Services

EMC²

Achieving the Best in Support Experiences

EMC Designated Support Engineers (DSEs) give Linklaters law firm instant access to EMC technology expertise

Find out how EMC’s DSEs help Linklaters solve challenging technical issues to deliver smooth digital content management operations and delightful end-user experiences.

CHALLENGE

Linklaters has standardized on EMC Documentum for digital content management. In conjunction with system implementation, they wanted to obtain the services of technical experts to solve operational issues in real-time. They also wanted one focal point. With 7,000 end-users spread over 29 offices in 4 continents, maintaining high end-user satisfaction of the system is a key priority. Linklaters wanted to assure that users have anytime, anywhere access to any of the 18 million documents stored in the system needed to perform their jobs.

SOLUTION

Linklaters uses the services of EMC DSEs and has one designated contact point. The DSEs address all issues, such as a configuration problem affecting single sign-on, database tuning to improve performance, supporting integrations with other systems, and more. Because the DSEs know the system so well, most issues are solved before they affect the end-users. The DSEs work closely with Linklaters to ensure that their activities are completed with no or minimal impact on the system.

PROVEN VALUE



17 Year

History of providing quality DSE services to Linklaters

CONTINUOUS SUPPORT



24/7

Support provided by the DSEs enables fast problem resolution

UNINTERRUPTED ACCESS



18M

Documents are available on-demand to the 7,000 users