

EMC DESIGNATED SUPPORT ENGINEER

Personalized support and expert technical assistance for your EMC implementation

ESSENTIALS

- Provides a designated product-focused troubleshooting expert with in-depth knowledge of your EMC product environment
- Facilitates real time communication and reporting to help your organization make informed decisions and continuous improvements in your environment
- Reduces average Time to Resolution (TTR) by 33 percent*

BUSINESS CHALLENGES

World-class technical support is the cornerstone of your EMC® solution. EMC Designated Support Engineers (DSEs) deeply understand EMC product environments and provide expert product-focused support to ensure rapid problem resolution and maximization of your IT investment. DSEs leverage senior-level EMC technical resources and product engineering staff to optimize the performance of your business-critical applications.

FAST, EFFECTIVE PROBLEM RESOLUTION

EMC DSEs provide personalized service – managing and overseeing all technical support activities related to a specified product line. Your DSE will work with your IT staff to troubleshoot and manage reported issues from beginning to resolution by providing:

A single point of contact – Centralized, reactive support for specified product issues, senior-level technical expertise, and a detailed understanding of your environment to facilitate fast, effective issue resolution

Direct access to EMC resources – Fast access to other senior technical support resources at EMC including engineering, if necessary, to prioritize product issues or provide hot fixes to resolve critical issues

Escalation management – Monitoring of support severity and escalation levels as well as engaging appropriate EMC staff and management if needed

Measurable impact – EMC DSEs have been shown to reduce the average Time to Resolution (TTR) of service requests by 33 percent*



GUIDANCE, COMMUNICATION, AND REALTIME REPORTING

As an extension of your staff, your DSE will become a trusted resource for technical support issues associated with the specified product or solution.

To help you make informed decisions and continuous improvements in your environment, your DSE will provide real time communication including:

Case review and reporting – Provides a consistent and unobstructed view of service requests and trends to help you identify emerging and potential problem areas

REDEFINE

SERVICE OVERVIEW

EMC²

EMC DSEs are available for a broad spectrum of EMC hardware and software offerings, including:

ApplicationXtender®
AutoStart™
Avamar®
Captive®
Centera®
CLARiiON®
Connectivity
Content Management ControlCenter®
Data Domain®
DiskXtender®
Data Protection Advisor
Documentum Centerstage®
EMC Disk Library
eRoom®
Greenplum®
Host Systems
Information Rights Management
Infrastructure Management
Isilon®
EMC Kazeon eDiscovery®
Mainframe software
NetWorker®
Replication/Recovery
Smarts®

Regular issue review – Facilitates meetings to review and discuss open issues or other support activities related to the specified product line

Bi-annual business review – Discusses product support matters and activities, upcoming product releases, and relevant information infrastructure changes

Periodic reports – Facilitates activity reporting of technical and customer management issues for the specified product line

Advanced guidance on releases and products – Provides expert advice to help you determine which releases offer improvements of value to you

Best practice application – Incorporates EMC best practices to review, analyze, and guide existing migration or installation plans

Future planning – Reviews your future solution needs, with suggestions to EMC product management for related feature/function product updates

RELATED OFFERINGS

EMC also offers a range of other personalized support services to help you meet your organization's objectives including:

Technical Account Manager – Provides a proactive service and support contact focused on a specific technical discipline within the EMC portfolio

Service Account Manager – Proactively manages service and support issues and accelerates problem management for the most complex EMC information environments

ABOUT EMC GLOBAL SERVICES

EMC Global Services accelerates the software-defined enterprise through world-class technical expertise and service capabilities that deliver well-run hybrid clouds, big data solutions, empower ITaaS providers, and enable new digital-era applications. Our 16,000+ services experts worldwide, plus global network of partners, have the skills, knowledge, and experience organizations need to get the maximum value from their EMC technology investments – with an unending commitment to an exceptional total customer experience through service excellence.

*Calculated based on the average Time to Resolution of Service Requests for accounts with a Designated Support Engineer as compared to accounts with no Designated Support Engineer.

CONTACT US

To learn more about how EMC products, services, and solutions can help solve your business and IT challenges, contact your local EMC Account Manager, email us at ECDSupportVAS@emc.com, or visit us at www.EMC.com/Documentum

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