PREMIUM SUPPORT SERVICES FOR ENTERPRISE CONTENT DIVISION PRODUCTS

Optimize and maintain mission critical applications by ensuring your software environment is running at peak performance

PREMIUM SUPPORT OVERVIEW

Information and software applications are the core of your mission critical business operations. If these applications fail, your business slows and revenue or customer satisfaction may be at risk. You can't afford to not be protected. Premium Support for Enterprise Content Division (ECD) software products is essential to keeping these business-critical applications available, secure, and operating at an optimum performance level. With Premium Support you have uninterrupted access to the latest software application updates and extensive support resources from EMC. We're there to help you maximize business continuity, improve your competitiveness, and enrich the value of your software investment.

SERVICE FEATURE	BENEFIT
Round-the-clock coverage	Access to our technical support staff via telephone or online, 24x7x365
A single point of contact	• Technical Services Manager (TSM) is your central access point for all non-technical support issues • TSM coordinates and collaborates with all other EMC teams in support of your software environment
Support plan	We provide a plan for supporting your current and future software environment
Move-to-production readiness checklist	Action-oriented checklist of recommended steps ensures you're prepared and coordinated with EMC prior to the go-live event
Access to Web-based customer support tools	Unlimited access to EMC® Powerlink™, an online resource that includes a knowledge database with known symptoms and solutions, software product descriptions, specifications, technical literature, and other customer support tools
Direct access to a technical specialist (limited)	• A Technical Designated Support Engineer troubleshoots problems and resolves issues • DSEs serve as a single and direct point of contact for all software-related technical support issues • Available for ten (10) days per 12 month contract; requires two weeks notice prior to engagement

CONTACT US

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

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