

MANAGED SERVICES EXPERTISE

EMC Documentum as a Service flexible options to fit your IT and business needs

ESSENTIALS

MANAGED SERVICES OPTIONS

EMC manages:

- ECD Software and Applications
- ECD Software
- Applications

EMC hosts and manages ECM environments

CUSTOMER BENEFITS

- Flexible managed services to fit your IT content management needs
- Minimal IT involvement for quick ECM set up and management
- Infrastructure scalability to match your business demands
- Highly secure, employing the latest technologies and security measures
- Upgrades and patch management handled by EMC
- Less user downtime through system monitoring and performance tuning for stability and reliability
- Single-point accountability to ensure quick service resolution if needed
- Backup and Restore inherent in cloud deployment service

OVERVIEW

EMC® Documentum® as a Service offers customers choice when it comes to having EMC experts manage your content management applications, solutions and hosted environments. Leveraging ECD expertise can help you improve agility and lower costs for your IT organization, while still allowing users to reap the benefits of feature-rich EMC content management applications.

As part of the Documentum SaaS offering, EMC experts provide management and oversight for any or all layers of your complete enterprise content management stack. Service options range from hosting and managing the entire EMC ECD enterprise content management environment and infrastructure platform (including hardware and platform software), to solely managing the ECD software layer or application layer.

EMC Documentum as a Service can manage all of your ECD applications and solutions in the cloud or on-premise, including EMC® Documentum®, Captiva®, Documentum D2®, xCP®, InfoArchive®, and Document Sciences, along with industry-specific content solutions for Energy & Engineering, and Life Sciences.

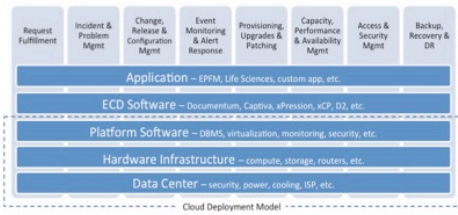
Leverage as Much Service as You Need

IT organizations can leverage as much technology and service management as they need, relying on EMC Documentum as a Service technicians as a natural extension to the IT team. Time-consuming and specialized work is left to EMC experts, including standing up, managing, and maintaining your ECD content management application or solution. Documentum as a Service allows IT organizations to:

- Easily scale environments as business demands change
- Deploy content management more quickly, resulting in faster time-to-value
- Keep users up and running to maintain and increase productivity
- Take advantage of the latest features and capabilities while ECD experts optimally manage, tune and monitor your environment for application/solutions stability and reliability
- Support disaster recovery with backup and recovery included in the service
- Rest assured the latest security technologies are in place
- Ensure quick service resolution due to EMC's single-point accountability and backed by documented Service Level Agreements (SLAs)

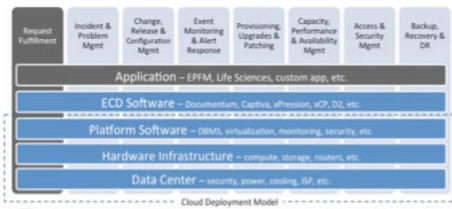
DOCUMENTUM AS A SERVICE OPTIONS

Managed ECD Software and Applications



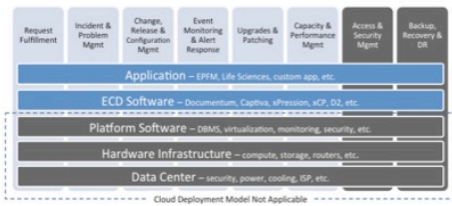
EMC can manage the ECD software stack and applications that are developed on ECD software products. This service, when coupled with a cloud deployment option where EMC owns the infrastructure platform, provides the most comprehensive set of enterprise class services available to a customer. EMC manages the complete stack, either in an EMC or customer controlled data center, from infrastructure platform, ECD software to the administration of applications. Customers do not need to staff full-time experts to deploy, manage, update, and administer ECD software and can focus resources on other critical business needs to drive incremental business value for their organization.

Managed ECD Software



EMC can manage, patch, upgrade and optimize ECD software products. EMC will deploy the application-specific customizations. Customers do not need to staff full-time experts to deploy, manage, or update/upgrade ECD software. Customers are responsible for the design and development of all application-specific configuration and customizations, as well as user management and the operation of administrative tools for their application.

Managed Application



EMC experts can manage and provide operational support and administrative assistance for the application layer and its users. Customizations, configurations, system administration and incident problem management are all included and handled by EMC as part of the Managed Application service. This service can be provided in combination with any of EMC Documentum as a Service cloud deployment options or is available as a standalone service to customers.

Hosted and Managed ECM Environment

EMC can host and manage your ECM environment in the cloud and provide oversight of the infrastructure platform as well as the data center facilities. Data center facility, and operations of the facility, is via a third party colocation agreement.

Regardless of which managed services option you choose, EMC also offers a range of deployment models that will offload the burden of managing an ECM environment in-house.

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, representative, email contactECDservices@emc.com or, visit www.emc.com/Documentum

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