

ECD SERVICES FOR ENTERPRISE CONTENT MANAGEMENT SUCCESS

Expertise to excel in the digital age

YOUR EMC COMMUNITY OF EXPERTS

Strength of EMC Worldwide Operations

- 50,000+ people in 100+ countries

Global Best Practices and Methodology

- Years of experience, proven methodologies, and high success rates with enterprise content management customers

Full-Service Capabilities

- Full spectrum of services, from strategy development to technical implementation

Proven Solutions

- Thousands of active enterprise customer implementations around the globe

Direct Link to EMC Product Engineering

- Unparalleled expertise and access to EMC product technologies, latest innovations, and future roadmaps

Empowerment for Self-Sufficiency

- Knowledge transfer to empower your internal team for independent long-term success
- End User Enablement to drive technology adoption and success
- Online communities, education, and "Genius" access for on-going empowerment

Digital content fuels every aspect of your competitive advantage, with information as the "oil of the 21st century."¹ Content fluidity and accessibility directly impact your ability to execute – and even survive. But business content is far outpacing many of the organizational models, processes, and systems you originally implemented to manage it.

EMC technical experts have worked alongside thousands of customers throughout the history of enterprise content management, helping them capture, process, leverage, and archive business content. Today, our Enterprise Content Division (ECD) has carefully assembled all the essential services you need to excel as a thriving digital enterprise.

Whether determining strategies for harnessing content, implementing elastic content clouds, or empowering more end users, our experts provide the know-how and skillsets to make your digital enterprise a reality.

SERVICES FOR ALL ECM PROJECT PHASES

Our Services teams blend industry-specific experience in Life Sciences, Healthcare and Energy with deep expertise in ECD technologies including EMC® Documentum®, EMC Captiva®, EMC Document Sciences®, and EMC InfoArchive®. ECD leverages the breadth of EMC, activating internal relationships, deep product knowledge and external partnerships to fortify your success. Our expertise supports every stage of a content management project to ensure a successful outcome:

Strategize

- Achieve your content management goals with a clear and actionable plan

Build

- Optimize your people, business processes, and IT environment with solutions that fit your specific business and industry need
- Reduce risk during and after technology deployment and ensure best practices are followed

Enable

- Accelerate time to technology usage, adoption, and value
- Empower end users through enablement programs, training, and tools including reference guides

Transition

- Remain in compliance and current to leverage the latest technologies to achieve competitive advantage

Manage

- Maximize ROI for your solutions and let the EMC experts manage your ECM environments – on-premise or in the cloud
- Optimize and tailor your solutions to address specific use cases

¹ Gartner, "The Internet of Things Will Give Rise To The Algorithm Economy," June 1, 2015

REDEFINE
SERVICE OVERVIEW

EMC²

BENEFITS

Consulting Services:

- Realize competitive advantage
- Accelerate time-to-value
- Lower risks and costs

Managed Services OnDemand:

- Choose flexible cloud delivery
- Speed time to market
- Increase agility

Education Services:

- Accelerate adoption
- Speed return on investment
- Enhance self-sufficiency

Support Services:

- Accelerate problem resolution
- Prevent potential issues
- Maximize value of investment

CONTACT US

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

GUIDANCE & MANAGEMENT TO SECURE YOUR CONTENT MANAGEMENT SUCCESS

Consulting Services

ECD consultants repeatedly delight and ignite enterprise leaders who are aggressively transforming their business to the digital age. Consultants serve as experienced advisors, thought leaders, and adept technicians. No small feat, our highly experienced teams help customers navigate content management strategies as well as execute distinct project work, including:

- Performing rapid, yet safe, data migrations
- Achieving industry-specific regulatory milestones by improving content workflows
- Improving worker productivity & mobility by implementing industry-specific solutions

Consultants draw from proven standards and methodologies, combined with best practices and reusable EMC ECD intellectual property delivering technologies and solutions to meet the business demands and challenges you face. Customer benefits include accelerated time to technology value, lower risks and costs, and the realization of competitive advantage.

Cloud Managed Services

ECD offers a comprehensive managed service that deploys and manages your ECD technology or solution on-premise or in the cloud. EMC manages the entire software stack and infrastructure, leveraging the latest automation tools, security technologies, and cloud options. This service leaves the complexities and intricacies of environment and application stand-up to the experts, freeing you to focus on the bigger picture.

Benefits include speeding your time to user value, lowering up-front IT costs and eliminating significant capital outlays for costly infrastructure, convenient elasticity, and the agility to more easily start up or shut down content management functionality as needed. EMC Managed Services OnDemand offers several flexible options for how and where your ECD technology or solution is managed, including on-premise or hosted solutions.

Education Services

ECD Education Services provide deep product knowledge and educational expertise to accelerate your organization's technology adoption and return on investment. Diverse training formats, including video instructor-led tutorials and an application sandbox, enable self-sufficiency and user confidence. Unique tools, such as the EMC Solution Training and Readiness Toolkit (EMC® STaRT™), rapidly customize and proliferate your own knowledge set. To further expand your organization's bench strength, EMC Proven Professional certifications place professionals on the path to technical mastery.

Support Services

Support Services offer highly proactive and personalized support for business critical deployments, and affordable options for peace of mind with every system. Our unique blend of people, process, technology, and partnerships are always responsive to your needs and priorities.

TRUSTED FOR OVER 20 YEARS

As the largest information-based services organization in the world, ECD Services has helped organizations spanning across the globe and in virtually every industry. We leverage our global experience to provide personalized local service to each and every customer. That's why customers trust our expertise and rely on our results for all enterprise content management service needs.

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