

DELL EMC SERVICES FOR UNITY

Realize maximum value from your Unity solution

ESSENTIALS

- Ensure optimal performance of your Unity solution
- Maximize return on investment
- Accelerate time to value
- Quickly move data from existing storage platforms
- Leverage best practices and proven delivery methodologies to handle even the most complex environments

INTRODUCTION

The Dell EMC Unity™ product line sets new standards for storage with compelling simplicity, modern design, affordable prices, and flexible deployments—to meet the needs of resource-constrained IT professionals in large or small companies.

Dell EMC Services helps you realize the maximum return from your Unity technology investment by providing an optimally deployed and supported solution that delivers on your business and technical objectives. Organizations of all sizes depend on us to help get the most from their Dell EMC solution based on their unique business requirements and IT infrastructure. We enable these enterprises to accelerate time to value, ensure optimal performance, reduce costs, and maximize return on investment in their Dell EMC solution.

IMPLEMENTATION SERVICES

Dell EMC implementation services help you leverage the advanced capabilities of Dell EMC Unity systems and software. All of our engagements are guided by a proven methodology that ensures we deliver fast, effective implementation services to our global customers. We work closely with your staff throughout the entire process to assure clear communication, updates on progress, and finalization of the engagement. Moreover, the extensive training that the Dell EMC delivery team undergoes prior to an engagement establishes a strong foundation for execution. Our technical consultants and architects have the expertise, training, and certification to help you realize all the benefits of your Dell EMC Unity solution.

A modular set of fixed price and scope implementation services are available to simplify and speed the deployment of your Unity storage system and software options such as FAST, Replication, Snapshots, Anti-Virus, and more. Add-on implementation services are also available for additional hosts, shares, and exports. Through this portfolio of fixed price and scope or custom services, you will have an expertly designed, installed, and implemented Unity solution for your enterprise. Here is an example of what you can expect with a typical engagement.

Planning and Design

In this initial implementation phase, Dell EMC Services meets with your team to ensure the environment is ready for deployment by reviewing the scope, expectations, communications plans, and availability of required resources. A deployment review meeting with subject matter experts is conducted as necessary to review the pre-installation checklist as well as gather information needed to ensure that the configuration, design, and implementation meet your IT infrastructure and business requirements. A system architecture design is created as necessary to meet your business and IT requirements, goals, expectations, and success parameters associated

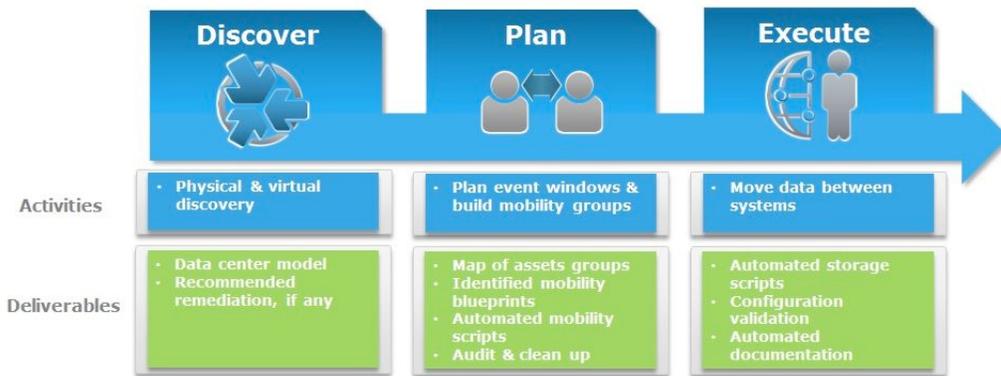
with the engagement. Your planned use of system features and functions are then reviewed and validated to ensure all are appropriately leveraged to provide you the greatest value.

Implementation, Testing, Documentation, and Functional Overview

With the plan complete, experienced Dell EMC services personnel or authorized agents work closely with your staff to install, configure, test, and appropriately integrate the applicable systems and software. After the implementation is complete, Dell EMC Services professionals meet with your staff for project closure and final sign-off of the project. A basic functional overview of the system is performed and a configuration guide document is provided outlining the system configuration as implemented.

INTELLIGENT DATA MOBILITY: DELL EMC'S DATA MIGRATION METHODOLOGY

You can count on Dell EMC Services to quickly move data from existing storage platforms to your new Dell EMC Unity solution. Every year, our 2500+ experts migrate more than an exabyte of data using our Intelligent Data Mobility methodology. This unique approach to data migration leverages best-in-class migration tools and technology that enables customers to achieve a faster time to value at lower cost. It is also a highly repeatable model that uses a standardized and proven methodology that is both platform- and vendor-agnostic.



Based on your specific business and technical requirements, Dell EMC will tailor the engagement using one of our standardized migration blueprints, which are sub-processes designed around specific business and technical use cases.

Throughout the entire process, we maintain a focus on keeping your applications and data continuously available, so your business does not get disrupted. Central to that effort is E-Lab™, which is the industry's most extensive interoperability testing and

validation engine—with over 50 million tested and validated configurations that we use to ensure fast and smooth transitions for our customers. This enables us to ensure that once your data has been moved, your systems will perform as expected without troubleshooting, outages, and post-migration remediation.

Our methodology is built around three phases. First, we discover your physical and virtual assets. Second, we define the movement plan, including the event windows and mobility groups. Then, we execute the movement of your data. This methodology is straightforward, highly repeatable, and vendor- and platform-agnostic.

Discover

In this phase, we use Dell EMC's discovery suite to map your environment. We examine your servers, fabric, and storage systems, which are then analyzed by our E-Lab adviser engine to validate your environment against the more than 50 million tested and validated configurations. This approach radically reduces remediation requirements, and enables us to confidently migrate 90 percent or more of your servers without remediation before or after your cut over.

Plan

Once your environment is validated, we begin planning. We document your business and technical requirements, analyze your assets and define the most appropriate migration blueprint for your needs. We then work with you to define the event windows and to produce and test the scripts we'll use in the execution phase. Again, we do all of this with a focus on keeping your applications and data continuously available to prevent disruption to your business.

Execute

In this final phase, we initialize your data, validate your event windows, and perform the data movement according to the plan and agreed upon schedule. Once the data movement is complete, we reconfigure your network and put your new arrays into production

SUPPORT SERVICES

Dell EMC Support Options are your access to the industry's leading customer support experience. Backed by the trusted expertise of our global network of support professionals, we use proven processes and innovative service tools to help you achieve business objectives. Select the right Dell EMC Support Option for your Unity solution to complement the needs and skills of your organization.

Enhanced Support Option: 24x7 support for production environments, including around-the-clock technical support, next business day onsite response, proactive remote monitoring and resolution, and installation of non-customer replaceable units.

Premium Support Option: Mission-critical support for fastest resolution, including 24x7 technical support and monitoring, priority onsite response for critical issues, installation of operating environment updates, and installation of all replacement parts.

PERSONALIZED SUPPORT SERVICES

Dell EMC Personalized Support Services can be added to the product warranty or Support Option to tailor your Dell EMC support experience. Many of Dell EMC's Personalized Support Services provide a single point of contact that is familiar with your environment and will help you reach business and operational objectives. With these advanced offerings, you can choose benefits such as an increased focus on a particular product or technology, a single point of contact to manage service requests, and additional features that align with your unique requirements.

Service Account Manager (SAM)	Coordinates support of your EMC information infrastructure, drives proactive support activities, and accelerates problem management for the most complex EMC information environments
Technical Account Manager (TAM)	Provides a technically-oriented service and support contact, focused on a specific technology area within the EMC portfolio
Designated Support Engineer (DSE)	Provides a designated product-focused support expert who has in-depth knowledge of your EMC product environment
Software Upgrade Service	Offloads the preparation, delivery, and post-work associated with upgrades for selected customer upgradeable EMC software products
Secure Select Support	Addresses high security requirements with remote technical support provided by U.S. citizens located on U.S. soil
Extended Support Service	Continues essential break/fix and technical support for selected EMC products after standard warranty and maintenance coverage are no longer available
Part Retention Service	Protects your sensitive data and enables operation of a more secure data center by retaining key EMC hardware components

RESIDENCY SERVICES

Dell EMC Residents are skilled, experienced professionals who augment the expertise of your internal IT staff to meet your information infrastructure or operations management needs. The resident works at your site under your direction to augment your own staff and is backed by expert engineering and specialist resources at Dell EMC to supplement their arsenal of proven tools, ITIL-aligned processes, and best practices. A residency engagement length is flexible based upon your timetable.

Our portfolio of Residency Services for Dell EMC Unity includes:

Transitional Resident: provides short-term staffing and knowledge transfer after your Dell EMC Unity acquisition

Operational Resident: provides day-to-day operational management of the IT infrastructure (Dell EMC and multivendor)

CONTACT US

To learn more, contact your local representative or authorized reseller.

