EMC GLOBAL SERVICES
Accelerating the software-defined enterprise

Massive technology change, data growth, and security threats are driving IT organizations to transform. They need to realize the agility and efficiency of a trusted cloud, and capitalize on the competitive advantage of big data. And they need to deliver business results—and maximum return on investment—as quickly as possible. This transformation involves much more than technology. It requires changing the way IT provides services and how the business consumes them, as well as the new organizational structure, roles, and skills required.

EMC® Global Services provides the strategic guidance and technology expertise your organization needs to enable and accelerate your IT transformation and achieve your objectives for cloud, big data, and trust. We can assist you with every phase of your journey—from developing a strategy and solution architecture to implementing, operating, and supporting your IT environment as well as providing your workforce with the necessary skills, knowledge, and certifications.

DELIVER IT AS A SERVICE

EMC’s cloud services address the three key components of IT transformation, helping IT evolve from a system integrator to a provider of IT as a service:

**Infrastructure Transformation**—Evolve from a siloed, disparate infrastructure of servers, networks, and storage to a hybrid cloud. EMC can help you virtualize your existing infrastructure, adopt a converged infrastructure, and define next-generation software-defined data center architecture infrastructures.

**Application Transformation**—Rationalize your application portfolios, transform your mainframe applications, and map application workloads to the appropriate cloud delivery model. We can also help you virtualize mission-critical applications, compress your software development lifecycle, and optimize the end-user experience.

**Operating Model Transformation**—Leverage cloud and virtualization, optimizing and automating IT processes, and training IT operations teams to thrive in the cloud-transformed IT organization, including developing self-service portals and associated IT service catalogs.

BECOME A PREDICTIVE ENTERPRISE

EMC Global Services enables you to evolve from retrospective business intelligence to predictive analytics. Working with both the business and IT, we identify business initiatives that can exploit big data for competitive advantage; build and design a “big/fast” data infrastructure to obtain flexibility and choice; and provide you with the IT tools and processes to develop business applications embedded with agile, real-time, actionable insights.

ESSENTIALS
Accelerate the software-defined enterprise through world-class technical expertise and service capabilities that deliver well run hybrid clouds, empower ITaaS providers, and enable new digital-era applications:

- 16,000+ services experts worldwide and global network of partners
- Core competencies, training, and certification in cutting edge cloud technologies (EMC and third-party)
- Commitment to delivering an exceptional total customer experience
- Joint vision and technical expertise across the Federation (VMware, VCE, and Pivotal)
BUILD A RESILIENT BUSINESS

EMC Global Services enables you to build a resilient business while protecting you from the financial impacts of data loss, downtime and security breaches. We do this by enabling you to protect data with integrated backup & recovery that ensures protection for cloud and big data solutions. We also ensure continuous availability of applications, systems & data for legacy and cloud applications to eliminate unplanned downtime. We provide intelligence-driven security addressing tomorrow’s advanced threats to limit the damage of security breaches using advanced security analytics to identify and repel threats.

OPERATE A WELL-RUN IT ENVIRONMENT

EMC Global Services helps you transform and optimize your IT operations. We offer a suite of operational services that range from full managed services to expert staff augmentation that enable you to align IT spending to your business strategy. Our experts manage the complexity of your rapidly transforming IT environment leveraging EMC’s best of breed technology and ITIL based processes. Our skilled resources can be remote or deployed onsite to effectively meet your needs.

EXPERIENCE PREDICTIVE CUSTOMER SERVICE

EMC’s customer service is built on a strong foundation of industry-leading best practices and infrastructure, and our commitment of continuous improvement. This includes proactive, predictive services and innovative tools and technologies that empower you to access the support you need—anytime, anywhere—through the channels you prefer. Quickly log a service request, obtain information and advice, and network with other customers through your choice of advanced service tools and resources. We provide online, mobile, social, or live telephone support, as well as onsite and remote support from our extensive global network of EMC and partner support professionals.

EMPOWER THROUGH EDUCATION SERVICES

EMC Education Services provides the industry’s leading curriculum on cloud, big data and Virtualization and Information Storage and Management Technologies. In addition to EMC specific technologies we offer “open” curriculum focused on technology concepts, principles, and case studies that can be applied in many IT environments. The curriculum is supported by industry leading EMC Proven Professional Certification. EMC Education Services has won many industry awards and provides curricula for your entire organization: architects, administrators, engineers, services, executives, and more.

CONTACT US

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

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