

## Strategic Account Manager—Remote

This document describes the EMC® Strategic Account Manager—Remote offering. This offering includes a remote Strategic Account Manager (SAM) as described below. Depending on requirements, customers may select from three (3) Strategic Account Manager—Remote offerings, which are more fully described in the following table. Note that as a prerequisite to the purchase of the Strategic Account Manager—Remote offering, each customer must have a current Support Option maintenance contract in place (i.e., Premium, Enhanced, or Basic).

The purchase of a Strategic Account Manager—Remote offering includes the following features, which may vary depending on the option purchased:

- **Centralized service management.** The remote SAM is located at an EMC facility and provides a central point of contact for EMC customer support matters throughout a customer’s enterprise.
- **Management of critical issues.** The remote SAM works closely with technical analysts at EMC support centers, while also coordinating involvement of any additional functional EMC resources needed to drive rapid resolution of critical service requests.
- **Proactive support management.** The remote SAM provides best-practice recommendations to streamline the customer’s daily operational procedures and optimize the customer’s EMC investment.
- **Onsite visit(s).** The remote SAM will travel to the customer’s location (if located within an EMC Service Area) for the specified number of visits set forth in the table below to participate in business reviews and discuss the customer’s overall EMC environment. EMC Service Area means a location that is within (i) a one-hundred (100) drivable-mile radius of an EMC service location; and (ii) the country in which the customer is located.

Purchase Options	Time Allocation	Customers Supported	Onsite Visit(s)
Tier One – SAM Remote	12 hours per week during SAM business hours (defined below)	SAM may be assigned to support up to three (3) customers concurrently	Two (2) onsite visits during the twelve (12) month engagement
Tier Two – SAM Remote	6 hours per week during SAM business hours (defined below)	SAM may be assigned to support up to six (6) customers concurrently	One (1) onsite visit during the twelve (12) month engagement
Tier Three – SAM Remote	4 hours per week during SAM business hours (defined below)	SAM may be assigned to support up to nine (9) customers concurrently	One (1) onsite visit during the twelve (12) month engagement

## Major Responsibilities and Assigned Tasks

The types of responsibilities handled by the remote SAM, as further described below, include a combination of technical problem-solving skills, proactive support, and business and management skills relating to technical support issues. The remote SAM and the customer will work together to establish task priorities subject to time availability based on the Strategic Account Manager—Remote offering purchased by the customer.

### Account management responsibilities:

- Assist customer in developing a service support plan specific to the customer's EMC environment
- Provide centralized support management consisting of weekly review of service requests and service request activity reports
- Participate in day-to-day support management of critical/escalated issues
- Participate in the delivery of quarterly business reviews
- Assist customer in developing an EMC environment handbook specific to customer's EMC environment

### Problem Management

- Involve appropriate EMC resources in each service request, drive escalation when necessary, and follow-up with appropriate EMC resources to facilitate timely resolution
- Periodically review open service requests and facilitate resolution of those service requests
- Act as primary point-of-contact for all service request escalations and provide status updates for Severity 1 service requests. (See your Support Option maintenance contract for Severity Level definitions.)
- Facilitate responses to and resolution of Severity Level 1 service requests
- Participate in facilitating root-cause analysis of Severity Level 1 problems for EMC products covered by a Premium Support Option maintenance contract—when deemed required by EMC

### Proactive Support

- Define EMC "Technical Alerts" and EMC "Field Change Orders" communication processes as defined in the service support plan. Provide customer with additional detail of EMC Technical Alerts and EMC Field Change Orders as reasonably requested
- Provide EMC best-practice recommendations for EMC products
- Provide recommendations on timing of software upgrades
- Maintain a high level of awareness of service issues affecting EMC products within the customer environment

### Communication and Reporting

- Conduct weekly conference calls (or regular communications, as agreed to) to lead, discuss, and review status of all open service requests
- Conduct a monthly remote review of support activity and other matters related to support of the customer's EMC environment
- Participate in a specified number of onsite business reviews at the customer's location (if located within an EMC Service Area) to discuss customer's overall EMC environment based on the Strategic Account Manager—Remote offering purchased by customer
- Participate in remote business reviews as needed to discuss customer's overall EMC environment, status of related support activity and requirements, and recommendations for improvements
- Provide periodic reports on technical and customer management issues involving the customer's EMC environment

**SAM—Remote Availability**

The remote SAM is generally available during SAM business hours, which are defined as the normal business hours on business days (usually 08:00 -17:00, Monday through Friday, in a single time zone) unless otherwise agreed.

**SAM—Remote Work Schedule and Time Off**

The remote SAM shall be entitled to take time off for illness, training, meetings, and vacation. EMC will provide alternative support during these periods.

**Service Duration**

The engagement is twelve (12) months in duration and typically commences within ninety (90) days after the invoice date.

**Cancellation or Termination**

The SAM—Remote Service offering is not eligible for refund or credit.

**Purchase of Multiple SAM—Remote Offerings**

If the customer needs a remote SAM to support (i) multiple sites, or (ii) sites that require the service during periods that are outside the contractual business hours, an additional SAM—Remote offering must be purchased. EMC also recognizes that there will be times when the customer's use of the remote SAM will fluctuate. For this reason, EMC does not make a specific percentage allocation of remote SAM time to a particular customer. However, if EMC determines that over a reasonable period of time a customer is routinely using a disproportionate amount of the remote SAM resource, EMC will notify the customer in order to implement an appropriate adjustment, such as the purchase of an additional SAM—Remote offering or alternative option (if available), to address the situation.

**Customer Responsibilities**

The customer shall do the following to ensure a successful engagement:

- Identify one (1) individual as a primary customer contact per SAM—Remote offering throughout the duration of the engagement
- Provide access to customer personnel as necessary to support the remote SAM on issues and tasks not directly described in this document, but which have a direct impact on the successful completion of services described herein
- Keep the remote SAM apprised of the customer's business, organizational, and technical issues that may have an impact on the delivery of the services described in this document
- Identify customer's priorities to the remote SAM
- Provide EMC with proper and timely notification of issues in the customer's environment that may have an impact on the delivery of the services described in this document
- Provide ongoing information and access to the customer's environment as required by EMC to perform the services described in this document
- Engage technical support teams for all vendors and third parties as necessary
- Follow the standard channels for incident reporting including, without limitation, contacting EMC technical support and logging service requests through EMC's website
- Conduct regularly scheduled meetings between the customer and EMC to keep EMC apprised of the remote SAM status as well as issues and concerns the customer may have regarding its EMC environment

## Out of Scope

Services outside the scope of the SAM—Remote offering include, but are not limited to, the following:

- Multiple, basic installation services requiring project management services
- System performance analysis
- Technical consultancy
- EMC business continuity solution architecture or implementation
- EMC disaster recovery solution architecture or implementation
- Data migration
- Backup and recovery daily maintenance, solution architecture, or implementation
- Any chargeable technical services specialist functions
- Any onsite assistance required, in excess of the specified number of visits included in the Strategic Account Manager—Remote offering purchased by the customer
- Any onsite assistance or onsite visits outside of an EMC Service Area
- Any services or activities other than those explicitly specified in this document
- Problems caused by the customer's negligence, abuse, misapplication, or use of EMC hardware or software—other than as is specified in the product documentation—or other causes beyond EMC control
- Any services or support included in, or provided as part of, EMC's standard warranty or maintenance contract
- Problems caused by hardware or software not supported by EMC
- Any EMC products not covered by a current EMC warranty or maintenance contract

EMC will not be responsible for the cost of any changes to the customer's environment—due to a work-around or update—which may be necessary to use the EMC hardware or software.

The customer authorizes EMC to invoice for and shall pay additional amounts for (i) performance outside normal Business Hours; (ii) travel related expenses for travel in excess of the specified number of visits included in the Strategic Account Manager—Remote offering purchased by the customer; and (iii) travel-related expenses for travel outside an EMC Service Area.



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### Take the next step

To learn more about the EMC Strategic Account Manager—Remote offering, contact your local EMC sales representative, call us at 1-866-464-7381, or visit our website at [www.EMC.com](http://www.EMC.com).