

Alerts and Monitoring Custom Implementation Service for EMC ControlCenter

The Big Picture

- Increase the return on investment by avoiding costs associated with system outages and decreased information availability
- Effectively support end-user service-level objectives through the alignment of system performance and end-user availability
- Increase IT productivity by reducing the number of “false positives” so IT personnel are reacting to valid issues

The Alerts and Monitoring Custom Implementation Service for EMC ControlCenter[®] enables you to take advantage of the rich monitoring capabilities of EMC ControlCenter. In this collaborative engagement, EMC[®] professionals evaluate your infrastructure, business requirements and technical landscape to design alerts that meet your specific needs. These alerts allow you to proactively monitor your data center and initiate corrective action, preempting issues to maximize information and application availability.

The EMC ControlCenter Family

EMC ControlCenter is an integrated suite of storage resource and device management software that enables you to simplify and automate common tasks such as reporting, planning, and provisioning through a consistent information-centric approach. Through a single interface, you can see your entire network storage infrastructure, know how your infrastructure is performing, and do what’s necessary to ensure that service levels are met. The result is better performance, improved productivity, and a better return on your information infrastructure investment.

Proven Methodologies

All of our service engagements are guided by our proven methodology, the Global Delivery Model. EMC’s Global Delivery Model ensures that we deliver rapid, flawless implementation services to every customer in every engagement worldwide. The extensive training the EMC delivery team undergoes before they engage with a client validates the uniqueness of our methodology.

EMC Alerting and Monitoring Service for EMC ControlCenter

Leveraging our Global Delivery Model ensures that every service delivered meets our customers’ expectations. Here is what you can expect with your implementation:

Discovery and Analysis

EMC Global Services professionals conduct workshop-style discussions and one-on-one interviews with your cross-functional team to identify the current process improvement opportunities in the infrastructure. Together, a review of business process improvement methodologies and strategies will be performed with the customer’s team to improve business, operational, and IT capabilities. The environment will then be assessed to get an accurate representation of the entire storage infrastructure. Considering the business and IT objectives, as well as the technical configuration of the environment, EMC Global Services will create the optimal EMC ControlCenter alert configuration using EMC best practices and methodologies.

Implementation and Testing

Once the alert configuration plan is agreed to, EMC Global Services configures and deploys the alerts. The alerts will be tested, ensuring the performance of the alerts meets the business and IT objectives set forth in the Discovery and Analysis. Additional fine-tuning is performed, as needed, and a review of the final configuration detailing the alerts is completed to ensure the project objectives are achieved.

Functional Overview

At the conclusion of the service, EMC experts will provide a basic functional overview and knowledge transfer to enable maintenance of the ControlCenter alert framework. Upon completion of this service, you will be in a better position to accurately measure and maintain your infrastructure.

Additional EMC ControlCenter Services

The EMC ControlCenter Alerts and Monitoring Custom Implementation service is part of a full suite of EMC service offerings that helps you realize the full value of your EMC investment.

- **EMC ControlCenter Planning and Design Custom Service** is a consultative service that delivers a detailed roadmap to implement a highly efficient and cost-effective ControlCenter installation.
- **EMC ControlCenter SRM Custom Reporting and Integration** addresses your unique SRM reporting requirements, targeting areas that provide the greatest financial and operational benefits.
- **EMC ControlCenter HealthCheck Assessment** delivers a detailed performance evaluation and best-practices review to identify improvements to enhance EMC ControlCenter infrastructure, utilization, efficiency, capacity, and scalability.

These consultative services enable you to exploit the features of EMC ControlCenter throughout your business, maximizing your EMC ControlCenter investment.

About EMC Global Services

Through strategic consulting and world-class technology implementation, maintenance and support services, managed services, education, and solutions, EMC Global Services helps customers address their information challenges, attain their near- and long-term business objectives, and get the maximum value out of their information strategies and infrastructure. Our 10,000+ information-focused service professionals leverage proven methodologies, deep expertise, and industry best practices to help customers build information infrastructures to store, protect, optimize, and leverage information—reducing risk, lowering cost, and delivering measurable business impact.



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Take the next step

Learn how EMC Global Services can help you plan, build, and maximize the business value of your information infrastructure. Contact your EMC sales representative or visit us on the Web at www.EMC.com.