

EMC Consulting Content Management and Archiving Offshore Professional Services

The Big Picture

- Offshore professional services extend the EMC Content Management and Archiving engagement delivery model
- Your organization benefits from the availability of a broader pool of certified, specialized resources
- Using our offshore resource model increases the value of your overall professional services investment
- Offshore resources can be tailored precisely to your organization's specific services delivery requirements

The EMC Content Management and Archiving (CMA) Professional Services organization leverages an offshore delivery model to provide the highest value professional services offering in the industry. The model provides greater flexibility in designing engagements that more efficiently meet the business objectives of your organization. This approach extends our delivery organization with a broader pool of highly-skilled resources that increases the value of every dollar spent on CMA professional services.

Global businesses demand global services

Businesses must globalize their delivery capacity to expand revenue growth in a global market and provide greater flexibility for reducing implementation and support costs.

To address the demands of a rapidly growing, worldwide customer base, CMA Professional Services operates offshore facilities in Russia, China, and India that possess the skilled resources and necessary expertise in solution design, development, deployment, and support to compliment the capabilities of our most experienced consultants and customers. These offshore organizations greatly extend the depth and breadth of our services capabilities while at the same time offering our customers exceptional value for their services investment.

For organizations that face the challenges of a global content management environment or need to augment their own capabilities with a wider and more cost-effective range of resources and skills, our offshore model can deliver the required diversity as part of CMA Professional Services. Our offshore approach provides a more extensive range of services options at greater value to our customers.

CMA Offshore Professional Services capabilities

As an organization within CMA Professional Services, our offshore resources operate under a variety of engagement delivery models with varying levels of project management, solution design, and customer interaction. The appropriate delivery model is ultimately determined by our tenure and relationship with your organization, your experience with EMC® Documentum® products, and your specific engagement requirements.

The full range of technical, testing, and support services provided by our offshore organization:

Technical development

Solution development

- Business Process Management (BPM), workflows, and lifecycles
- Forms
- Documentum Web Development Kit, custom UI development
- Business Objects Framework
- Java programming with Documentum Foundation Classes
- Products
 - Information Rights Management (IRM), Documentum Compliance Manager, Documentum TaskSpace, SAP Connectors, Digital Asset Management (DAM)
 - EMC Captiva®
 - EMC SourceOne™ family
- Remote installation and configuration
- Documentum Enterprise Content Services configuration and development
- EMC ApplicationXtender®

Large, time-consuming efforts

- Back file and data conversions
- System migrations
- Bulk file loading

Testing and QA

Functional testing

- Test planning
- Test design
- Test script development
- Test execution
- Defect tracking
- Test reporting

Load testing

- Mercury tools
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System administration and support

System administration

Migration and conversion stewardship

Post-implementation support

- Break fix support
- Service pack development
- Knowledge transfer

CMA Framework support

- Documentum Enterprise Core Solution
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Greater value from CMA Professional Services

As an extension of CMA Professional Services, our offshore organization brings the same skill, discipline, and resources to every delivery engagement:

- Experience in developing, leading, architecting, and managing EMC Documentum deployments within multiple product and development environments
- Best practices and methodology integration from a project management perspective and across the entire Solution Development Life Cycle (SDLC)
- Standard CMA Professional Services tools, repositories, portals, development environments, and access to the collective knowledge of the CMA Consulting, Product Management, and Engineering organizations

The result is a cost-effective offshore organization that is ramped and deployed in the same manner as CMA remote services, operates with the same best practices, tools and delivery model, and represents the highest value offering of CMA Professional Services in the industry.



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Take the next step

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