

EMC Remote Administration and Support Services for Enterprise Content Management Solutions

Supporting complex enterprise content management environments

The Big Picture

- Ensuring the availability and performance of your ECM solutions requires a sound model for administration and technical support.
- A remote administration and support model lowers the cost of routine solution maintenance while ensuring the availability of your ECM environment.
- Our support resources are certified ECM professionals with access to the knowledge base and best practices of the worldwide EMC consulting community.
- Our support experts can provide additional services for solution design and development or IT governance policy definition.

Organizations embarking on a strategic enterprise content management (ECM) implementation purchase EMC software to maximize the return on their investment by creating solutions that drive revenue, reduce costs, or mitigate risk. The complexity of these solutions and the accompanying integration of multiple software technologies create an increased risk of component failure, poor performance, or unmet expectations that can ultimately lead to end user dissatisfaction or defection. Further complexity can arise when inexperienced support resources create workarounds to perceived defects without understanding the full range of product or solution functionality. This can result in unnecessary system customization that adversely affects the stability of an ECM platform or solution.

The availability, reliability, and sustainability of your ECM solution can be a critical element in maintaining the top and bottom lines upon which you base your business objectives. In certain cases, solution downtime or system instability can produce measurable decreases in the ability to meet your business goals. This punctuates the need for a sound strategy and model for the administration and support of your ECM solutions as an essential component of software ROI and successful solution adoption. Using remote resources for these services further enhances the model by lowering the cost of support and expanding the scope of that support beyond typical product- or technology-centric services.

Delivering the remote administration and support model

EMC's Content Management and Archiving (CMA) division offers remote services that provide certified, experienced personnel who deliver the entire range of CMA product, platform, and solution administration and support requirements for your enterprise content management environment. These services encompass the variety of second tier or "Level 2" requirements typically faced in production environments, including:

- Routine monitoring, maintenance, and reporting on system and solution operation
- Post implementation technical support
- Break/fix support for ECM products and solutions
- Working with the EMC Customer Support network
- Management of trouble ticket resolution
- Management of "Severity 1" support issues
- Service pack and hot fix implementation

We also offer services that extend the value of our standard, Level 2 capabilities by taking a more holistic view of the solution environment and its governance and development requirements. These supplemental services are delivered by the same team of remote ECM experts, and include:

- **IT governance for ECM platform**—With our standard remote administration and support services, we execute Level 2 activities within the context of your organization's IT governance policies. In the event that these policies are not optimally defined for your environment, we will analyze your development, infrastructure, and support functions, creating or amending existing policies to best support your deployed ECM platform.
- **Enhancement and development support**—In the event you identify a platform or solution issue that requires a disciplined development process instead of an administrative or support resolution, our support resources will properly scope the work effort and provide an implementation approach and estimate. Upon approval, our remote development resources can be mobilized to support the development and testing effort, and then help to transition the required enhancement into production.

EMC Remote Administration and Support services are delivered by a global team of certified ECM professionals and designed to align with the functional and performance requirements of your key business solutions. The benefits to your organization include:

- Access to the knowledge base of a worldwide professional services organization
- Improved ECM solution quality and availability
- Experience with IT governance processes specific to the ECM platform
- Support resources that understand the ECM platform and provide holistic support services within the context of the ECM environment

About EMC

EMC Corporation (NYSE: EMC) is the world's leading developer and provider of information infrastructure technology and solutions that enable organizations of all sizes to transform the way they compete and create value from their information. Information about EMC's products and services can be found at www.EMC.com.



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To learn about Remote Administration and Support for ECM Solutions, visit www.EMC.com or call **800.607.9546** (outside the U.S.: +1.925.600.5802).