

# EMC MANAGED SERVICES

Manage costs, meet service levels, and reduce risk with flexible information infrastructure management offerings from EMC

## THE BIG PICTURE

Full portfolio of management offerings ranging from single resident to full best-in-class storage outsourcing:

- Onsite and remote management capabilities
- Highly skilled technology and operations professionals
- Industry-leading expertise in managing information infrastructure
- Comprehensive management or day-to-day operational support
- EMC management methodologies, ITIL best practices, proven operational processes

## BUSINESS CHALLENGES

IT executives are under tremendous, across-the-board pressure to increase operational efficiencies in their businesses. They must reduce costs, improve service reliability and performance, provide higher and quicker returns on storage asset investments, fill skill gaps, protect data, achieve regulatory compliance, and meet project timelines and deadlines. Meeting these demands often stretches limited resources and budgets and threatens the ability to meet service levels. Adding headcount may offer some immediate relief, but a lack of qualified operational and technical expertise and proven policies, processes, and tools makes inefficiencies and/or missed service levels inevitable. Insourcing and outsourcing often raise concerns about lack of control, diminishing service levels, accountability issues, and loss of management intellectual capital. The EMC® Managed Services portfolio provides the balance companies seek through a selection of information management offerings that can match individual customer's particular environments and circumstances.

## SERVICE DESCRIPTION

The EMC Managed Services portfolio ranges from short-term services delivering technological, operational, architectural, and support expertise and experience to more customized service engagements that optimize and implement specific storage processes and operations, including business continuity program support. EMC can even manage some or all of your storage assets. To structure the costs of infrastructure and storage management to meet an unpredictable business climate, you can combine flexible onsite and remote delivery options. All services are delivered by EMC information infrastructure management specialists who are focused on meeting your specific needs, including the level of assistance, the types of skills/knowledge, and the engagement duration you require. The EMC Managed Services portfolio includes the following offerings:

- Residency Services
- Remote Managed Services
- Managed Availability Services
- Storage Managed Services

## EMC RESIDENCY SERVICES

EMC Residency Services deploy experienced, specialized information infrastructure professionals at your site for a defined period of time to furnish the skills, technical knowledge, and expertise you need to assist in day-to-day infrastructure operations, management, and support. Services span the information lifecycle—from everyday operational storage tasks like provisioning and problem management to developing a long-term, ongoing information infrastructure strategy. All Residency Services are designed to yield operational benefits

while reducing costs. EMC infrastructure professionals leverage EMC's best-practices library, EMC Knowledgebase, and extensive storage/application expertise to materially improve your infrastructure's operation. EMC's Residency Services portfolio includes Operational Residencies, Technology Residencies, Support Residencies, Transformational Residencies, and Managed Residencies. Residents are skilled in technology areas such as SAN, NAS, CAS, open systems, Microsoft® environments, backup and recovery, and replication.

Benefits of EMC Residency Services include:

- Improved operational efficiency
- Greater and faster return on storage and information assets
- Narrowed staff, skill, and/or experience gap without additional headcount
- Increased internal customer satisfaction
- Expanded management and support
- Improved planning and operational insight

## **EMC REMOTE MANAGED SERVICES**

EMC Remote Managed Services provide day-to-day operational infrastructure management for SAN, NAS, and backup, recovery, and archive environments from experienced EMC Global Services professionals in worldwide Remote Management Centers. This service provides an effective alternative to organizations that need day-to-day assistance with managing their infrastructures, but do not require comprehensive onsite service delivery or want to combine remote management capabilities with onsite services to achieve 24x7 coverage enhanced with the benefits of onsite skills and expertise. You receive realtime intelligent monitoring of your environment, incident management, and day-to-day proactive management based on ITIL standards and EMC best practices. Remote Managed Services offerings are available based on your remote management needs and budget. By out-tasking infrastructure management responsibilities, your onsite staff can focus on other critical aspects of the IT infrastructure.

Benefits of EMC Remote Managed Services include:

- Improved service levels
- Documented processes and architecture
- Improved visibility of storage performance, asset utilization, and configuration
- Lower cost of delivery via a predictable, fixed-price cost model
- Ability to focus in-house staff on other business priorities

## **EMC MANAGED AVAILABILITY SERVICES**

EMC Managed Availability Services provide multi-year business continuity program support to drive continuing improvements in service levels. With Managed Availability Services, EMC consultants recommend, implement, and manage over time a business continuity program matching your specific business requirements. These services help you overcome limited business continuity staff expertise and the competing demands of daily operations. A dedicated EMC program manager works onsite with your staff and leverages additional EMC subject-matter experts and best practices from hundreds of customer engagements.

Benefits of EMC Managed Availability Services include:

- Ability to meet current and future business continuity requirements over a sustained period
- Fully documented processes, tools, and training materials to augment your organizational capabilities
- Streamlined accountability and reduced management complexity
- Regular reporting on metrics and results so you can stay current with business continuity program progress

## **EMC STORAGE MANAGED SERVICES**

For organizations that wish to focus more resources on business-building activities, EMC Storage Managed Services provide comprehensive onsite management of storage operations

based on defined service-level agreements (SLAs). Using EMC management and ITIL best practices and proven operational processes, a dedicated EMC team of storage management professionals assumes full onsite responsibility for all or part of your storage environment over a fixed term. If you choose to resume storage management operations at the end of a contract term, EMC ensures a seamless transfer of all storage responsibilities back to you, including the EMC “run-book” which documents the ITIL-based processes and best practices implemented in your organization.

EMC offers flexible and affordable payment options for Storage Managed Services that enable you to provision and pay for storage and storage management services on an as-needed basis and retain control over your infrastructure and information. By combining EMC’s world-class storage operational services with pay-as-you-grow asset financing, companies with fast-growing or unpredictable storage capacity requirements can align their expenses with their business needs. This flexible and affordable alternative to buying and provisioning storage assets and services reduces the complexity, risk, and costs associated with the fluctuating demand for storage.

Benefits of EMC Storage Managed Services include:

- Ability to focus in-house staff on other key elements of IT or the business
- Improved quality of storage service delivery and the IT environment
- More predictable costs by shifting from CAPEX to OPEX
- Proactive storage management planning with detailed reporting
- Improved financial ratios and flexible cost accounting
- Improved responsiveness to unpredictable fluctuations in storage demand

## WHY EMC?

EMC is the world leader in products, services, and solutions for information infrastructure, bringing unrivaled experience in storage and information management services and a unique strategic business focus to an industry-leading portfolio of management offers. Hundreds of EMC Managed Services experts report directly to Fortune 500 customers around the world, with delivery professionals providing information management services in thousands of engagements. EMC Managed Services draw on a wealth of exclusive EMC resources—including our respected storage/information management interoperability lab and a continuously expanding set of defined, documented, and tested real-world processes and policies—to help our customers gain the greatest value from their IT investments.

## ABOUT EMC GLOBAL SERVICES

EMC Global Services provides the strategic guidance and technology expertise organizations need to address their business and information infrastructure challenges and derive the maximum value from their information assets and investments. We are committed to exceptional total customer experience through service excellence. Our 13,000+ professional- and support-service experts worldwide, plus a global network of alliances and partners, leverage proven methodologies, industry best practices, experience, and knowledge derived from EMC’s 30-year information-centric heritage to address the full spectrum of customer needs across the information lifecycle: strategize, advise, architect, implement, manage, and support.

### TAKE THE NEXT STEP

Ask your EMC sales representative about the full spectrum of services from EMC that can benefit your organization, or visit our website at [www.EMC.com/global\\_services/](http://www.EMC.com/global_services/).

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