

# EMC Developer Support for Content Management

## Accelerate your EMC content management development cycle

EMC Developer Support is a supplemental option that can be added to the EMC Basic, Enhanced, or Premium Support Options for Content Management programs.

### Access timely, expert support—conveniently packaged

With EMC Developer Support, your developers and integrators can get the technical help they need when they need it most. Developer Support decreases the need for on-the-job-training and eliminates the time and expense of bringing a consultant onsite to help with your development problem. For assistance in coding, customization, and integration, you get direct access to EMC development experts.

Developer Support is conveniently packaged. Your organization purchases a “bank of hours” that can be used throughout the year as needed. Should you need additional hours to complete a project, additional smaller packages can be purchased. When you need assistance, there are no delays—all the procurement paperwork is behind you.

### Make your development team more productive

Our customization experts have the knowledge, experience, and access to resources that can help expedite your development and customization projects and enhance productivity. You can rely on them for timely advice on EMC content management solutions and on related APIs. Backed by an extensive internal knowledge base, these experts can also suggest technical tips and code modules that will facilitate your development process.

EMC Developer Support can help your project development team evaluate code and make recommendations for better coding solutions, which are based on best practices and the latest development standards shared among other EMC software experts. We can also help you avoid the high costs and pitfalls resulting from implementing unproven development methodologies.

### Remote short-term consulting

Whether you have an in-house development team or work with an EMC partner, integrator, or consultant, you can arrange to have any project team member receive Developer Support throughout the life of your project. You can also use your Developer Support hours to schedule remote reviews with a designated EMC content management Development Support Engineer. This saves the time and expense of onsite assistance for short-term project milestones and architecture or code reviews.

#### The Big Picture

- Short-term, ad hoc, on demand, remote access to technical expertise
- Expert development, customization, and integration advice for EMC content management solutions
- Remote development expertise to support customization and integration projects
- Best practices and usage advice for EMC content management development tools

## Project support

Developer Support enables you to resolve customization-related questions and problems that fall outside the scope of the EMC Basic, Enhanced, or Premium Support Options. Typically, Developer Support issues are limited to no more than thirty-two hours per incident and include topics such as:

- Assistance in creating or debugging custom code or applications
- Information on the usage and best practices of content management development tools including WDK, DFC, APIs, and methods
- Walk-through and clarification of documented components, tutorials, and examples
- Recommendations for optimal and efficient use of content management and APIs

## Summary

EMC Developer Support can help you ensure a smooth installation and configuration. The service provides expert technical assistance, best practices recommendations, and environment validation. The result is increased productivity, reduced risk, effective knowledge transfer to your IT personnel, and a highly successful product implementation.

Developer Support can help your development team maximize the success of your customization and integration projects. Developer Support benefits include:

- Increased productivity
- Best practices recommendations for new customization projects
- Avoidance of project churn
- Increased staff expertise
- Accelerated development cycle
- Cost savings
- Enhanced quality

## A range of support levels to meet your needs

EMC delivers a comprehensive line of support offerings that provide flexibility and choice. Customers first purchase a base support program—Basic, Enhanced, or Premium Support Options. Personalized Support options can be added to help meet unique support and service requirements. Our service portfolio includes:

**Designated Support Engineer:** This onsite or remote designated product-focused support expert has in-depth knowledge of your EMC product environment. This engineer provides fast and effective problem resolution, implements a proactive support strategy, recommends improvements, and provides comprehensive communications and reporting.

**Strategic Account Manager:** This onsite or remote resource oversees the support of the EMC information infrastructure, drives proactive support strategy, accelerates problem management, and is capable of meeting the needs of the largest and most complex EMC information infrastructures.

**Customer Support Engineer:** This onsite engineer delivers experience and skills to assist with installing, maintaining, and sustaining support for the EMC information infrastructure.



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### Take the next step

To learn more about EMC Developer Support or to purchase or renew an annual support contract, visit [www.EMC.com](http://www.EMC.com) or call 800.607.9546 (outside the U.S. : +1.925.600.5802).