

EMC RESIDENCY SERVICES

Streamline information infrastructure management, support, and operations to increase operational efficiencies and accelerate asset optimization

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are far more than just staff augmentation. EMC information infrastructure management professionals deploy their specialized skills against your specific requirements, providing discrete deliverables spanning a wide variety of tasks. Residents leverage EMC's best-practice library, knowledgebase, and extensive expertise to materially improve your operational infrastructure.

EMC® Residency Services provide the information infrastructure management resources and expertise you need—from day-to-day technical support to specific operational advice and improvements and comprehensive management of your information infrastructure operations and assets.

BUSINESS CHALLENGE

Increasing infrastructure complexities are forcing IT executives to consider new resource alternatives to help them rapidly and successfully meet spiraling demands for technology. Faced with continued information growth and management complexity, increasing cost and staffing constraints, and disruptions due to rampant reorganization, most organizations simply do not have the resources or the time required to integrate, learn, and fully exploit new technology. As a result, IT assets are not integrated quickly and utilization and ROI suffer.

Major IT Management Challenges	
80%	Managing storage growth
61%	Designing, deploying, and managing backup and recovery
53%	Designing, deploying, and managing disaster recovery solutions
48%	Making informed strategic/big-picture decisions
40%	Designing and deploying multi-site environments
36%	Designing and deploying emerging storage technologies (such as storage virtualization, IP SAN, Grid, etc.)
30%	Lack of skilled storage professionals

Respondents: 1,200 worldwide IT/Storage Professional

EMC Residency Services deliver the precise assistance and knowledge you need for the duration you need it in order to accelerate your IT projects, speed the time to value of new technology implementations, and improve your overall information infrastructure management and support. EMC provides the resources and training to help you more effectively and efficiently manage your information environment.

SERVICE DESCRIPTION

EMC Residency Services provide highly skilled, specialized EMC service professionals to manage your information infrastructure depending on your specific needs. Residents typically reside at your site, however remote delivery options are available. Residents deliver the specific operational, technical, or support skills, knowledge, and expertise to address a wide variety of requirements—from daily tactical tasks like provisioning and problem management, to ongoing operational improvements by applying best practices, and to very strategic activities like architecting the overall information infrastructure.

Portfolio of Residency Services Capabilities

• Operational Residencies

- Infrastructure improvement best-practice expertise and ongoing assistance; processes, policies, and procedures; available onsite and remote
- Core competencies include administration and operations of storage and EMC solutions

• Technology Residencies

- EMC technology subject-matter experts provide knowledge and knowhow to optimize return on investment of EMC products (as well as technology expertise on non-EMC products)
- Core competencies include expertise, ongoing assistance, and support for EMC hardware and software, including EMC Physical Security Solution

• Support Residencies

- EMC information infrastructure support experts provide personalized support to maximize information availability, leveraging EMC best practices
- Core competencies include support account management and EMC product support expertise

• Managed Residencies

- EMC-directed team of residents that provides best-practice expertise and ongoing assistance for the management and support of the information infrastructure, often a team of residents
- Includes a combination of technology, support, and/or operational residents based on your needs

EMC will also work with you to deliver customized residency engagements that leverage tailored education curriculum, operational and technical support experience, as well as specialized solutions in specific technology areas such as SAN, NAS, open systems, mainframe, backup, recovery, and archiving, virtualization, replication, and storage monitoring and reporting.

All residency services are intended to yield improvements in either storage, operational, or support effectiveness as well as reduce costs.

MAXIMIZE THE VALUE OF YOUR INVESTMENT WITH EMC TRAINING AND CERTIFICATION

Through on-the-job knowledge transfer and formal education, EMC can raise the capabilities of your IT staff while maintaining service levels to the business. EMC Training and Certification offerings help boost the skills of in-house resources to optimize your team for managing EMC solutions now and in the future, ensuring that you get the most from your investments.

SERVICES VALUE

IMPROVE INFORMATION INFRASTRUCTURE PROCESS AND PROCEDURES

Residencies provide the day-to-day operational management expertise to improve information infrastructure management and support processes. For example, storage operations residents implement best-practice procedures to improve availability and stability and support residents provide proactive responses and resolution of issues. Residents leverage industry best practices and ITIL (the IT Infrastructure Library) implementation management guidelines.

FILL IMPORTANT STAFF, SKILL, AND EXPERIENCE GAPS

EMC residents provide a “best fit” of personnel and skills for your specific environment. Our extensive staff of information infrastructure professionals is trained and experienced in both new and established technologies to help accelerate adoption of new capabilities and accelerate the learning of your internal resources. Residents act as trusted advisors to help you achieve and optimize best practices.

IMPROVE ROI ON STORAGE ASSETS

Leveraging EMC best practices and onsite knowledge transfer, you can fully exploit the capabilities of EMC solutions in your IT environment and more effectively utilize your assets.

TAKE A MORE PROACTIVE APPROACH TO INFORMATION INFRASTRUCTURE MANAGEMENT

EMC resource experts who are skilled and knowledgeable about EMC solutions, best practices, and your information infrastructure can help you proactively monitor and manage your environment and gain earlier insight into potential issues and accelerate resolution of those issues to minimize business impact. This proactive approach delivers specific recommendations unique to your environment to optimize your information availability.

IMPROVE STAFF EFFICIENCY AND EFFECTIVENESS

Through best-practice knowledge transfer, on-the-job training, and customized education, EMC helps augment and build your staff's skills. By sharing responsibility for timely training and qualified staffing, EMC Residency Services help you accelerate project time to market and lower your operating expenses while focusing your core team on higher value-added activities.

WHY EMC?

Companies benefit from EMC's deep history and expertise in infrastructure operations, backup, recovery, and archiving and support and for our success in designing and architecting some of the world's largest and most-sophisticated storage infrastructures. EMC Residency Services professionals have been delivering results to companies of all sizes across a variety of industries, infrastructure types, and task areas. Our successes include:

- Helping the credit division of a U.S.-based Global 50 firm move its database environment toward information lifecycle management in order to manage costs more effectively over time. EMC residents provided the application/database expertise and established best practice designs and strategies for Oracle databases in both the data warehouse and transactional environments. Residents also leveraged their storage infrastructure expertise to assist with storage management within the 150+ TB infrastructure and the maintenance and design of the architecture.
- Helping a leading manufacturer of industrial products leverage new storage resource management (SRM) capabilities and customize its mainframe-based business continuity solutions. EMC provided onsite certified professionals to customize the solution and transitioned the customer back to its fulltime staff with four-month storage administration support.
- Helping a leading cable television network leverage EMC best practices in customer support to achieve 100 percent uptime within its EMC Symmetrix® DMX/CLARiiON® information storage environment. An EMC remote resident delivered proactive support planning and recommendations to optimize the availability of the EMC storage infrastructure and accelerated the resolution of issues by expediting case escalation and by engaging key technical support resources.

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 <http://www.EMC.com/services/portfolio/managed-services/index.htm>.

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