

Extract maximum value from your information with EMC Managed Services portfolio

NOW IT'S EASIER to improve storage operations and more efficiently meet demanding service levels associated with administering, protecting, and storing information with new EMC Managed Services portfolio offerings.

Drawing upon years of field and industry expertise and best practices, along with IT Infrastructure Library (ITIL) best practices for storage management, our EMC Technology Solutions group is uniquely qualified to help you optimize the management of your information infrastructure and pursue a successful ILM strategy. Customized support is available for both short- and long-term storage management engagements.

The EMC Managed Services portfolio includes the following offerings:

- **EMC Residency Services** fill critical staff, skill, or experience gaps and provide onsite EMC professional service personnel to assist with day-to-day storage operations. Typical tasks include: resource management/storage provisioning, storage monitoring, status reporting, configuration, customer support, troubleshooting, root-cause analysis, storage management documentation, or storage operation integration.
- **EMC Managed Utility Service** is ideal if you have fast-growing or unpredictable storage capacity requirements. Delivering many of the benefits of an “electric utility model,” it combines onsite services with pay-as-you-grow asset procurement. Billing is based on EMC professionals deployed and actual storage consumption reported by an EMC tracking tool.
- **EMC Storage Management Services (SMS)** assigns EMC Technology Solutions personnel to your site to provide comprehensive storage management support that meets agreed-upon service metrics. Typical SMS engagements involve the management of environments with more than 100 terabytes of storage capacity over a period of at least three years. At the end of an engagement, you receive a customized EMC “run-book” of best-practice procedures. [\[1\]](#)



“The managed services agreement we have with EMC is the foundation of an ILM strategy that ensures we have the information we need when we need it. With EMC’s help, we are cutting costs while achieving greater efficiency and data availability across our information infrastructure. EMC offered us expert service and a consultative relationship that allows us to focus more of our energy on the challenge that is the F1 series.”

Thomas Schiller
General Manager, IT
Toyota MotorSport GmbH