

EMC Online Support Tools on Powerlink

The Big Picture

- Save time and accelerate problem resolution with self-help and self-management tools
- Leverage robust compatibility, interoperability, and configuration planning tools
- Quickly find answers to your EMC product and technical questions
- Tap into the depth and breadth of EMC's technical expertise with convenient and easy-to-use online support tools

Manage your support experience with the right information and tools at the right time

Business Challenge

IT organizations are facing unprecedented competitive pressures to continually change, achieve more with fewer resources, and attain higher performance levels with greater speed. Yet, faced with sustained information growth and rising information complexity, most organizations simply do not have the resources or time required to stay ahead.

Service Description

EMC[®] Online Support Tools on Powerlink[®] deliver EMC support information in one place on an easy-to-use platform. Online Support Tools can extend the capabilities of your IT organization by connecting you to EMC Customer Service and repositories of storage knowledge and expertise online, 24x7.

From submitting a service request, to engaging with other EMC users in the community Support Forums, to advanced search support, online support tools can help you quickly and proactively solve your issues, answer questions, and stay informed and current.

Service Value

Maximize value from your EMC investment

Online Support Tools on Powerlink provide resources to help you plan, build, manage, and support your EMC environment and provide technical assistance to help you quickly achieve the results you need.



Online Support Tools on EMC Powerlink

- Search Support
- Interoperability and Product Lifecycle Information
- Alerts and Technical Documentation
- Software Downloads and Licensing
- Service Request Management
- Support Forums
- Product and Diagnostic Tools
- Live Chat
- Support by Product

<http://powerlink.EMC.com>

Available only on EMC Powerlink.

“ESG is extremely impressed with EMC and what they have created with their e-services...to put it in a way that’s accessible, providing a world-class e-service. They do get that products are important, but in the complex world of storage, superior service and support is vital.”

Tony Asaro, Sr. Analyst
Enterprise Strategy Group

The EMC Support Forums are quick and easy to use. Ask a question to start a new thread or post a response in the forum. Leverage the experience of EMC’s worldwide user community.

Opening a service request online is simple. Tell EMC about your problem and the specifics about your environment and EMC Customer Service will automatically furnish suggested solutions matching your needs. If you need more help, then review and submit your service request. Your request is addressed quickly by EMC Customer Service professionals.

Search Support

Answers when you need them

Search Support gives you the information you need to quickly resolve your issue or answer your question. Powerful integrated search and filtering capabilities accelerate troubleshooting and time-to-resolution. Conduct searches of E-Lab™ Issue Tracker, Support Solutions, Service Requests, Documentation & White Papers, and Support Forums—to find detailed information and answers to your specific questions. If you need additional assistance, you can easily submit a Service Request to EMC Customer Service directly from the search results page.

Interoperability and Product Lifecycle Information

Easy access to interoperability, configuration, and product information

Gain access to EMC’s comprehensive E-Lab interoperability information and best practices on hardware, software, and competing products. Identify successful configurations from EMC customers and EMC engineering and search for the latest EMC product issues. Stay current on general availability, new releases, and end-of-life information for EMC hardware and software products.

Alerts and Technical Documentation

Technical information and best practices

Keep current with known issues that could potentially affect your EMC products. Easily locate and download technical documentation—including microcode and software release notes, product manuals, installation guides, topology information, and white papers developed by EMC storage experts. These documents are continually updated, organized by category and by product, and are also available through Search Support. Learn about best practices for implementing and configuring your EMC or multi-vendor environment.

Software Downloads and Licensing

Keep your software current

Gain access to the latest software updates and manage your entitlements online with ease. With Powerlink License Management you can activate your software licenses and perform moves and re-hosts on existing licenses. Set up notifications to stay up to date on product enhancements, patches, upgrades, and technical issues.

Support Forums

Interactive sharing and support from EMC users worldwide

Collaborate with your peers, further your knowledge, help your peers, and resolve issues with the interactive user community Support Forums. Freely exchange ideas and experiences with other EMC users on general and product-specific topics—with participation from EMC personnel. Personalize your experience with customized notifications to keep current with changes in threads of interest to you, and then tell us how helpful each answer is by providing feedback on the value of the information—and reward other users who provide you with helpful feedback by awarding them points.

My Support/Service Request Management

Submit, track, and resolve issues quickly

My Support is a dynamic, customizable interface to view, track, and manage your service request on Powerlink. Available 24x7, My Support incorporates all Service Request Management features enabling users to view all service request details. This robust tool includes the capability for users to view and manage an inventory of their installed EMC products as well as manage all contacts to control who will have access to their site information. This tool enables you to add notes, set up notifications and attach useful files for aid in issue diagnosis, and provides users with the ability to view the status of their Service Request and determine exactly where EMC is with their issue and its resolution.

Product and Diagnostic Tools

Symmetrix, CLARiiON, and Celerra troubleshooting tools

EMC offers a variety of support tools to simplify common support tasks and help you take advantage of the ease of use and serviceability of your EMC Symmetrix®, CLARiiON®, and Celerra® products. This suite of tools includes user documentation, troubleshooting flowcharts, Visio stencils for environment diagrams, grab utilities for collecting host information, and Procedure Generator utilities for creating installation and configuration procedures. EMC CLARiiON users will find tools to perform tasks including system installation and disk replacement.

Live Chat

Engage a Live Chat agent for your non-critical questions

Speed time to issue resolution without having to open a Service Request. Ask EMC Customer Service your quick questions and receive immediate answers. Your Live Chat session transcript will be sent to you at the conclusion of the session and will be available should the session need escalation to a formal Service Request.

Support by Product

Quickly find all technical and support-related information by product

Get easy access to product-centric pages which are specifically designed as a central resource for product support topics (configuration, networking, performance, security, etc), the most popular manuals and white papers, top downloads, and much more.

EMC Global Services: Accelerate information lifecycle management

EMC Global Services delivers results to our customers throughout the IT lifecycle and helps them achieve the benefits of information lifecycle management. From strategic consulting to world-class management services, EMC helps companies of all sizes assess their business objectives to design and align an information infrastructure that reduces risk, lowers cost, and delivers business value. EMC's worldwide solution professionals have developed tools and methodologies to deliver comprehensive implementation and integration services from consolidation of current resources to a transformation of a multi-data-center environment. In addition, EMC offers a comprehensive portfolio of training and certification offerings. As a six-time winner of the SSPA STAR Award for outstanding mission-critical support, EMC can provide you with the most comprehensive support experience possible.

Register now for Powerlink

EMC Powerlink, EMC's portal for customers and partners, is your online connection to EMC's industry-leading services, training, product support, and information. Powerlink will provide you with a wide range of tools and resources critical to helping you get the most out of your EMC storage investment.



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Take the next step

Register for Powerlink and start managing and controlling your EMC support experience today at <http://powerlink.EMC.com>.