

EMC Residency Services for Backup, Recovery, and Archiving

Streamline the management of your backup, recovery, and archiving solutions with focused expertise

EMC® Residency Services for Backup, Recovery, and Archival solutions provide you with the resources and expertise you need—from day-to-day management to specific operational advice and best practices—to maximize your backup, recovery, and archival investments.

Business Challenge

Many organizations are challenged by increasing information growth, complexity, and service levels. They realize the importance of data backup and recovery, but often don't have the right skills and expertise, and existing resources are stretched too thin to properly focus on this area. In fact, in a recent EMC study on "Managing Storage: Trends, Challenges, and Options (2007-2008)", of 1,200 global IT and storage managers, 61 percent identified designing, deploying, and managing backup and recovery as one of their top challenges.

Services Description

EMC Residency Services for Backup, Recovery, and Archiving solutions ensure you receive the precise assistance and knowledge you need, for the duration you need it, to improve the overall operational management of your backup/recovery or archival solution. EMC deploys highly skilled, specialized resources that help you more effectively and efficiently manage your backup/recovery or archival environment enabling you to focus existing resources on other business priorities.

Deliverables include:

- Skilled expertise of the supported EMC backup, recovery, or archival solution resident
- Day-to-day operational management and administration
- Architecture and infrastructure improvement recommendations
- Assistance with documentation of policies and procedures
- Operational best-practices documentation
- Onsite product knowledge transfer

The Big Picture

Realize the following benefits with EMC Residency Services for Backup, Recovery, and Archival solutions

Backup and Recovery Residents

- Improve your backup and recovery process with proven best practices, technology, and design improvements
- Mitigate risks from outdated backup environments that cannot adequately address your information growth through experienced recommendations
- Drive efficiency in backup and restore processes resulting in cost reduction and increased value
- Establish consistent service levels with enterprise architectures

Archival Residents

- Support your compliance with regulatory requirements such as legal discovery
- Develop retention policies for safeguarding data as long as necessary, but not longer
- Improve management of IT operations such as e-mail, backup, database, and file systems
- Create a repeatable process to allow records management solutions to be implemented in structured data environments

Services Value

Residency Services for Backup, Recovery, and Archival provide focused expertise to manage your unique operational management needs. EMC residency professionals deploy their knowledge and specialized skills against your specific requirements. Residents leverage EMC's best-practice library, knowledgebase, and extensive backup, recovery, and archival expertise to materially improve your operational infrastructure

Fill important staff, skill, and experience gaps

EMC residents provide a "best fit" of personnel and skills for your specific backup, recovery, and archival environment. Our residents are 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 allow you to achieve and optimize best practices.

Improve ROI on backup, recovery, and archiving assets

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

Take a more proactive approach to backup, recovery, and archiving management

EMC resources that are skilled and knowledgeable about EMC solutions, best practices, and your infrastructure will proactively manage your backup, recovery, and archival environment and gain earlier insight into potential 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

EMC Residency Services accelerate attainment of your internal project objectives and lower your operating expenses, enabling your core team to focus on higher value-added activities or other business priorities.

Why EMC?

Companies benefit from EMC's deep history and expertise in information infrastructure operations; backup, recovery, 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 hundreds of companies of all sizes across a variety of industries, infrastructure types, and task areas. They leverage EMC and industry best practices and have access to EMC's extended network of over 13,000 Global Services professionals.

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.



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