

12. April 2006

Information Management

EMC stellt Managed Services vor

Kosteneffizientes Management von Informationen im Zentrum des erweiterten Service-Portfolio

SCHWALBACH. Mit EMC Managed Services erweitert das Unternehmen sein Professional Services Portfolio um Fachpersonal für das Management von Informations-Infrastrukturen. Die Leistungen der EMC Technology Solutions Group umfassen Administration, Schutz und Sicherung von Informationen. Unternehmen wie American Express oder das Formel-1-Team von Toyota nutzen EMC Managed Services, um speicherbezogene Transaktionen zu optimieren und anspruchsvolle Service Levels zu erfüllen.

EMC Residency Services ist der Vor-Ort-Service über einen definierten Zeitraum. Zu den typischen Aufgaben gehören unter anderem: Überwachung der Datenspeicherung, Konfiguration, Kapazitätsreports, Trouble-Shooting und Fehleranalyse sowie Storage Management Dokumentation.

EMC Managed Utility Service ist eine Mischung aus Vor-Ort-Service und der Bereitstellung von Speicherkapazitäten. Diese Variante eignet sich vor allem für Kunden mit wachsenden und schwer einschätzbaren Kapazitätsanforderungen. EMC berechnet die Fachkräfte sowie die aktuelle Speichernutzung, die über ein Tracking-Tool dokumentiert wird.

EMC Storage Managed Services bietet Spezialisten für spezielle Kundenanforderungen für umfassenden Speicher-Management-Support auf Basis vereinbarter Service-Metrics. Typische Einsatzgebiete dieser Dienstleistung sind

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Umgebungen mit einer Kapazität von mehr als 100 Terabyte für einen Zeitraum von mindestens drei Jahren.

Weitere Details entnehmen Sie bitte der englischen Originalmeldung im Anhang.

1.627 Zeichen bei durchschnittlich 55 Zeichen pro Zeile
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Kurzprofil EMC:

Die EMC Corporation (NYSE: EMC) mit Hauptsitz in Hopkinton, Massachusetts (USA), entwickelt und vertreibt Produkte, Services und Komplettlösungen für das Management und die Speicherung von Informationen. Damit können sämtliche Daten effizient verwaltet, geschützt und innerhalb einer Organisation bedarfsgerecht verteilt werden. Unternehmen aller Größen sind so in der Lage, jederzeit den maximalen Wert aus ihren Informationen zu ziehen (www.emc2.de).

EMC announces manages services portfolio

EMC Helps Customers Cost-Effectively Manage Information

EMC Corporation, the world leader in information management and storage, today extended its professional services capabilities with the announcement of a managed services portfolio that enables customers to more cost-effectively manage their information infrastructure with help from dedicated EMC personnel onsite. The EMC Managed Services portfolio helps customers improve storage operations and more efficiently meet demanding service levels associated with administering, protecting and storing information.

The EMC Technology Solutions group is uniquely qualified to help enterprise customers optimize the management of their information infrastructures and pursue a successful information lifecycle management (ILM) strategy. EMC's depth and breadth of expertise and best practices, combined with ITIL (IT infrastructure library) best practices for storage management, provide customers with the appropriate level of managed services for their business. EMC Technology Solutions can support short-term engagements to supplement a customer's existing storage operations or offer overall, long-term storage management. The EMC Managed Services portfolio also includes a managed utility offering that combines pay-as-you-grow storage procurement with flexible management services.

Derrell James, EMC's Senior Vice President of Technology Solutions, said, "Our Managed Services portfolio provides a wide range of choices to help customers build, manage and maintain a healthy, efficient information infrastructure that supports their ILM strategy. Our industry leadership, proven methodologies and technical expertise can help customers accelerate adoption of ITIL storage management best practices to bring immediate cost, productivity and service level improvements. EMC brings together the right people,

processes and technology to help customers better capitalize on their storage investments and more efficiently and consistently deliver the results required for their business.”

The EMC Managed Services portfolio includes:

EMC Residency Services, which provide onsite EMC professional service personnel who have the particular skills and experience needed for a defined duration. EMC residents assist with day-to-day storage operations and optimization of an information infrastructure, and they fill critical staff, skill or experience gaps. Typical tasks that an EMC resident may perform include resource management storage provisioning; storage monitoring; weekly status reporting; configuration; capacity and storage reporting; customer support, troubleshooting and resolution; root cause analysis; storage management documentation; or storage operation integration.

EMC Managed Utility Service, which combines onsite services with pay-as-you-grow asset procurement. Ideal for customers with fast-growing or unpredictable storage capacity requirements, the service delivers many of the benefits of an “electric utility model.” It enables customers to manage expenses effectively by matching business needs to storage consumption and resources allotments. EMC manages the storage environment and pre-positions storage capacity in a customer’s data center to decrease costs and avoid unexpected provisioning issues following planned and unplanned storage demand. Billing is based on the EMC professionals deployed and the actual storage consumption reported by an EMC tracking tool.

EMC Storage Management Services (SMS), which provide assigned EMC Technology Solutions personnel to the customer site to provide comprehensive storage management support that meets agreed-upon service metrics. Typical SMS

engagements involve EMC personnel managing environments of more than 100 terabytes of storage capacity over a period of at least three years. At the end of an engagement, the customer receives a customized EMC “run-book” of best-practice procedures.

Some of the world’s leading organizations have selected EMC to help manage their storage environments, including Toyota Motorsport GmbH.

“As one of only a few full constructor teams in Formula One racing, Toyota does all of its chassis and engine development and construction at its European Motorsport headquarters in Germany,” said Thomas Schiller, General Manager, IT, Toyota Motorsport GmbH. “Our engineers work around the clock to provide Panasonic Toyota Racing with the edge that will lead to a spot on the victory podium. 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.”

“Many customers are turning to some form of managed services to ensure that they maintain the required service levels for their internal and external clients, while reducing the cost complexity and risk associated with the management of their IT infrastructure,” said Doug Chandler, Program Director, IDC Storage Software and Services. “Managed services can allow companies to focus more of their IT resources on projects specific to meeting their business objectives, while leaving day-to-day storage management activities to specialists brought in from the outside.”

EMC Managed Services are an extension of the EMC Technology Solutions group's growing professional services portfolio, which includes consulting and implementation services. The services are available immediately to customers worldwide. More information can be found at www.emc.com/services.