

Designated Support Engineer—Remote

This document describes the EMC® Designated Support Engineer—Remote offering. This offering includes a remote Designated Support Engineer (DSE) as described below. There are two DSE—Remote options available depending on the customer's requirements as more fully described in the table on the next page.

The remote DSE may be assigned to support multiple customers concurrently as indicated in the following table. Each customer must have a current, Premium Support Option maintenance contract in place for the specified product line as a prerequisite to the purchase of the Designated Support Engineer—Remote offering for that product line.

The purchase of a Designated Support Engineer—Remote offering includes the following features which may vary depending on the option purchased:

- **A designated, remote single point of contact for a specific product line.** DSEs are highly experienced, senior-level technical staff who provide reactive technical support, proactive product line assistance, and the management of these activities. The DSE will develop detailed knowledge of the customer's applications, environment, and project plans as they relate to the specific product line being supported.
- **Specialized product expertise.** The DSE is available to provide remote technical expertise for the specified product line.
- **Authorized callers.** The Designated Support Engineer—Remote offering allows the customer to identify a specified number of their personnel as indicated in the following table to serve as authorized callers for the submission of service requests.
- **Onsite support as required.** At the discretion of DSE management, the remote DSE may travel onsite or send another EMC support professional onsite to assist in the technical support of critical issues when deemed necessary by EMC. The DSE will work with the customer to determine if onsite assistance is required. The DSE and their management will work with the customer to determine if onsite assistance is required. Additional fees may apply. If EMC determines that onsite support is required, the customer authorizes EMC to invoice for and shall (i) pay additional amounts for performance of such onsite support (if applicable), and (ii) reimburse EMC for travel and related expenses resulting from such onsite support.
- **Flexibility in product focus.** Customers have the flexibility to purchase a one-year agreement for the Designated Support Engineer—Remote offering and shift the product line focus from one initially identified, qualifying product line to as many as three (3) other qualifying product lines during the year with upfront planning. For example, the customer can begin with a DSE that focuses on NetWorker® for a 3-month period, then shift to a DSE that focuses on eRoom® for the next three (3) month period. Thereafter, the customer can shift to a DSE that focuses on Symmetrix® storage devices for a three (3) month period, and then shift one more time to a DSE that focuses on EMC ControlCenter®. The customer must notify EMC of the plan to shift the product line focus at least three (3) months in advance.

- **Developer support hours.** DSEs that support the Content Management, eRoom, eDiscovery, Captiva®, or Information Rights Management product line will also provide EMC developer support hours as specified in the following table.

Purchase Options	Time Allocation	Customers Supported	Authorized Callers	Developer Support Hours
DSE–Remote: Ten-hour per week option	Average ten hours per week during DSE Business Hours (defined below)	DSE may be assigned to support up to four (4) customers concurrently	Four	20 hours of Developer Support included annually
DSE–Remote: Five-hour per week option	Average five hours per week during DSE Business Hours (defined below)	DSE may be assigned to support up to eight (8) customers concurrently	Two	Developer Support is not included; Developer Support may be purchased separately for an additional fee

Major Responsibilities and Assigned Tasks

Major responsibilities of the DSE, stated as follows, include a combination of technical problem solving skills, proactive support, and business and management skills that relate to technical support issues.

Problem management responsibilities

- Working closely with the customer’s IT staff for any issues on the specified product line that require troubleshooting or problem isolation/resolution
- Assisting the customer to reproduce the reported issue
- Directly accessing other senior technical resources at EMC’s support facilities for assistance with problem management
- Initiating priority access to engineering if hot fixes are required to resolve critical issues and to prioritize product issues with the specified product line
- Recognizing support severity and escalation levels and involving appropriate EMC staff/management when necessary

Proactive support responsibilities

- Managing the relationship from a technical support perspective by providing a high-level of communication including sharing relevant technical information and proactive technical support related to the specified product line
- Understanding the customer’s technical environment, projects, and applications through two business reviews and maintenance of the customer’s technical profile
- Managing and overseeing technical support activities related to the specified product line
- Discussing product releases of the specified product line to determine which releases offer relevant improvements
- Reviewing, analyzing, and providing guidance on existing migration or installation plans

Account management responsibilities

- Conducting regular conference calls (or other regular communications as mutually agreed to) to lead, discuss, and review open issues or other activities related to support for the specified product line
- Conducting a business review every six (6) months to discuss upcoming product releases, review support activity, and other matters related to support for the specified product line
- Providing periodic reports on activity involving technical and customer management issues for the specified product line
- Working closely with EMC product management to advocate the customer's future solution needs and requested features and/or function for the specified product line; but with regard to such requests, all rights shall belong solely to EMC, and EMC alone shall determine which, if any, are incorporated into EMC products
- Helping to coordinate daily operational efforts between EMC support personnel and EMC consultants hired by the customer under a statement of work, to the extent such professional services relate to one or more products in the specified product line

DSE Response Times

The remote DSE is generally available during DSE business hours which are defined as the normal business hours on business days (usually 08:00–17:00, Monday through Friday, in a single time zone) unless otherwise agreed. The Designated Support Engineer—Remote offering includes initial technical response objectives, based upon the severity level (as defined in the description of Premium Support), within the following time periods after receipt of authorized caller contact:

Severity	Initial Technical Response from DSE
Severity Level 1	30 minutes, on a 7x24 basis (includes direct connection to DSE, when available), and if initial technical response is due outside of DSE business hours, may be made by the on-call DSE and/or their designee.
Severity Level 2	2 hours, during DSE business hours
Severity Level 3	3 hours, during DSE business hours
Severity Level 4	8 hours, during DSE business hours

DSE Work Schedule and Time Off

The DSE shall be entitled to take time off for illness, training, meetings, and vacation. EMC will provide a remote backfill during these periods.

Service Duration

The engagement is twelve (12) months in duration and typically commences within ninety (90) days after the date of invoice.

Cancellation or Termination

The Designated Support Engineer—Remote offering is not eligible for refund or credit.

Purchase of Multiple Designated Support Engineer—Remote Offerings

If the customer needs a DSE to support (i) multiple product lines, or (ii) sites that require the DSE services during periods that are outside the DSE business hours, an additional Designated Support Engineer—Remote offering must be purchased. EMC also recognizes that there will be times when the customer's use of the DSE will fluctuate. For this reason, EMC does not make a specific percentage allocation of DSE time to a particular customer. However, if EMC determines that over a reasonable period of time a customer is routinely using a disproportionate amount of the remote DSE resource, EMC will notify the customer in order to implement an appropriate adjustment, such as the purchase of an additional Designated Support Engineer—Remote offering, to address the situation.

Customer Responsibilities

Customer shall do the following to help ensure a successful engagement:

- Provide the names of the specified number of authorized technical support contacts) noted in the table on page 2) per Designated Support Engineer—Remote offering per product line
- Supply system logon IDs as required
- Provide ongoing information and access as required to the customer's environment for purposes of managing the customer's support cases
- Engage technical support teams for all vendors and third parties as necessary
- Allow access to appropriate customer staff as required (including access to customer personnel to support the relevant EMC support engineers) on issues and tasks not directly described in this document, but which have a direct impact on the successful completion of required tasks
- Review and comment on all EMC deliverables
- Designate a lead authorized technical support contact and a prioritization mechanism to assist each DSE in resolving multiple requests for assistance
- Keep in force, for the duration of the engagement, a Premium Support Option maintenance contract for the specified product line, which support terms shall apply to the extent they are relevant to and do not conflict with the preceding description of the Designated Support Engineer—Remote offering

Out of Scope

The DSE has no obligation to provide technical support services for the following:

- Development of custom solutions including scripting, except for the product lines identified that include developer support hours
- System performance analysis, design, architecture, or deployment of EMC hardware and software
- Modified or damaged EMC hardware or software or any portion of EMC hardware or software incorporated with or into other hardware or software
- Any EMC hardware or software product other than the specified product line
- Problems caused by the customer's negligence, abuse, or misapplication or use of EMC hardware or software other than as is specified in the product documentation, or other causes beyond the control of EMC
- Problems caused by any hardware or software not supported by EMC
- Any EMC hardware or software product without an active warranty or maintenance contract

EMC will not be responsible for the cost of any changes to the customer's environment which may be necessary to use the EMC hardware or software due to a work-around or update.

The customer authorizes EMC to invoice for and shall pay additional amounts for performance outside normal business hours; and reimbursement of travel related expenses resulting from expedited response or performance more than 100 miles from the DSE's location.

Product Lines: Coverage for Designated Support Engineer—Remote

Each product line below requires the purchase of one (1) Designated Support Engineer—Remote.

Designated Support Engineer—Remote Product Coverage	Descriptions and Exceptions
Content Management	Includes: Archive Services for Reports when sold as a solution with Content Management; excludes eRoom and ApplicationXtender®
Captiva	Includes: InputAcce® and FormWare® when sold as a solution; excludes b-wize, Pixel Tools and Context products
ApplicationXtender	Excludes: DiskXtender®
Avamar®	Includes: Avamar Software, Avamar Data Store, and Avamar Virtual Edition for VMware®
eRoom	Excludes: Documentum® Content Management
eDiscovery	Includes: Documentum and EmailXtender®
DiskXtender	Includes: DiskXtender
NetWorker®	Includes: AlphaStor®, and DiskXtender when sold as a solution with NetWorker
Email Management and Archiving	Includes: EmailXtender, EmailXaminer®, EMC SourceOne Email Management, EMC SourceOne Discovery Manager, and DiskXtender when sold as part of Messaging solution
AutoStart™ and RepliStor®	Includes: AutoStart and RepliStor
Celerra®	Excludes: model IP 4700 and NetWin™
EMC Centera®	Includes: CUA 3.6.x or higher, excludes Generation
CLARiiON®	Includes: Navisphere® and all layered apps, excludes AX series
Symmetrix	Includes: TimeFinder®, SRDF®, SNAP/Clone; excludes Legacy Products, Symmetrix 3 and 4
EMC Disk Library	Includes: EDL Engine, Linux OS, CLARiiON Array, excludes DL210
Connectivity	Includes: Cisco MDS, Brocade, and McDATA families of SAN switches
EMC ControlCenter	Includes: <ul style="list-style-type: none"> • Automated Resource Manager™ • Performance Manager • SAN Advisor™ • SAN Manager™ • StorageScope™ • Symmetrix Manager • Symmetrix Optimizer
Host Systems	Includes: TimeFinder, PowerPath®, SRDF/CE, TEIM, TEIM/TSIM, Symmetrix Optimizer, SIME/SIMS, Solutions Enabler, SRDF/CE, Open Migrator, SRDF
Information Rights Management	Includes: <ul style="list-style-type: none"> • IRM Server (Windows & Solaris) • IRM Repository Server • IRM ExtraNet Server • IRM Services for Documentum • IRM Services for eRoom IRM Client for Office • IRM Adobe Client (Windows, Mac, Solaris) • IRM SDK & API (Windows & Solaris)

Designated Support Engineer— Remote Product Coverage	Descriptions and Exceptions
Mainframe Software	Includes support of the following products/features: <ul style="list-style-type: none"> • SRDF • Consistency Groups • Recovery Procedures • TimeFinder/Mirror/Clone • Host Component • Mainframe ControlCenter <ul style="list-style-type: none"> – EMC Centera HSM Migrator – Performance Essential – TeraSAM – VSAM Assist and Quick Index – SNAP – AutoSwap – ResourcePak® Base (EMCSCF) – InfoMover™ – Save Device Pools – GDDR/GDPS – ResourcePak Extended – Catalog Solution – Solutions Enabler for z/OS
Replication/Recovery	Includes Replication Manager Local 4.0x/5.x and RecoverPoint
Smarts®	Includes: <ul style="list-style-type: none"> • Adapters for Remedy, NetIQ Application Manager, Perl API, XML Adapter • Application connectivity Manager • Application Insight • ATM/Frame Relay Manager • Business Impact Manager • Business Dashboard • IP Availability Manager • IP Performance Manager • Application Discovery Manager • MPLS Performance Manager • Multicast Manager • Network Protocol Manager • Optical Transport Manager • Report Manager • Server Performance Manager • Server Assurance Manager • Storage Insight for Availability • IPTV Solution • ITIL Solution • VoIP Manager • Cisco Network Connectivity Center



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