

Strategic Account Manager—Onsite

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This document describes the EMC® Strategic Account Manager—Onsite offering. This offering includes an onsite Strategic Account Manager (SAM) as described below. The onsite SAM is assigned to support one customer at a time. Customers must have a current Support Option maintenance contract (i.e., Premium, Enhanced, or Basic) in place as a prerequisite to the purchase of the Strategic Account Manager—Onsite offering.

The purchase of a **Strategic Account Manager—Onsite offering** consists of the following features:

- **Centralized service management.** The onsite SAM is located onsite at a specified customer location and provides a central point of contact for EMC customer support matters throughout a customer's enterprise.
- **Management of critical issues.** The onsite SAM works closely with technical analysts at EMC support centers while also coordinating involvement of any additional functional EMC resources needed to drive rapid resolution of critical service requests.
- **Proactive support management.** The onsite SAM provides best practice recommendations to streamline the customer's daily operational procedures and optimize the customer's EMC investment.
- **Communication and reporting.** The onsite SAM conducts service review meetings and provides standardized reports to assist in managing the EMC environment.

Major Responsibilities and Assigned Tasks

Major responsibilities of the onsite SAM, as further described below, include a combination of technical problem management skills, proactive support, and business and management skills that relate to technical support issues.

Account management responsibilities:

- Assist customer in developing a service support plan specific to the customer's EMC environment
- Provide centralized support management consisting of weekly review of service requests and service request activity reports
- Co-ordinate day-to-day support management of critical/escalated issues
- Lead the delivery of quarterly business reviews
- Assist customer in developing an EMC environment handbook specific to customer's EMC environment

Problem management

- Involve appropriate EMC resources in each service request, drive escalation when necessary, and follow up with appropriate EMC resources to facilitate timely resolution
- Periodically review open service requests and facilitate resolution of those service requests
- Act as primary point of contact for all service request escalations and provide status updates for Severity 1 service requests; see your Support Option maintenance contract for Severity Level definitions
- Facilitate responses and resolution to Severity Level 1 service requests
- Manage, when deemed required by EMC, root-cause analysis for Severity Level 1 problems experienced by an EMC product covered by a Premium Support Option maintenance contract

Proactive support

- Define EMC “Technical Alerts” and EMC “Field Change Orders” communication process as described in the service support plan; provide customer with additional detail of EMC Technical Alerts and EMC Field Change Orders as reasonably requested
- Provide EMC best practice recommendations for EMC products
- Provide recommendations on timing of software upgrades
- Maintain high level of awareness of service issues affecting EMC products within the customer environment
- Provide training on EMC’s eService tools to improve productivity, increase efficiency, and optimize the use of EMC Customer Service support capabilities

Communication and reporting

- Conduct weekly conference calls (or regular communications as agreed to) to lead, discuss, and review status of all open service requests
- Conduct a monthly review of support activity and other matters related to support of the customer’s EMC environment
- Participate in quarterly (or as agreed) business reviews to discuss customer’s overall EMC environment, status of related support activity and requirements, and recommendations for improvements
- Provide periodic reports on activity involving technical and customer management issues for the customer’s EMC environment

SAM—Onsite Availability

The onsite SAM is generally available during SAM 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.

SAM—Onsite Work Schedule and Time Off

The onsite SAM will be entitled to take time off for illness, training, meetings, and vacation. EMC will provide 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 SAM—Onsite Service offering is not eligible for refund or credit.

Purchase of Multiple Strategic Account Manager—Onsite Offerings

If the customer needs an onsite SAM to support (i) multiple sites, or (ii) sites that require the service during periods that are outside the contractual business hours, an additional SAM—Onsite offering must be purchased. EMC also recognizes that there will be times when the customer's use of the onsite SAM will fluctuate. For this reason, EMC does not make a specific percentage allocation of onsite SAM 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 onsite SAM resource, EMC will notify the customer in order to implement an appropriate adjustment, such as the purchase of an additional SAM—Onsite offering to address the situation.

Customer Responsibilities

A customer shall do the following to ensure a successful engagement:

- Identify one (1) individual as a primary customer contact per SAM—Onsite offering throughout the duration of the engagement
- Provide access to customer personnel as necessary to support the onsite SAM on issues and tasks not directly described in this document, but which have a direct impact on the successful completion of service described herein
- Keep the onsite SAM apprised of the customer's business, organizational, and technical issues that may have an impact on the delivery of the services described in this document
- Identify customer's priorities to the onsite SAM
- Provide EMC with proper and timely notification of issues in the customer's environment that may have an impact on the delivering of the services described within this document
- Provide ongoing information and access to the customer's environment as required by EMC for purposes of managing the customer's support service requests
- Engage technical support teams for all vendors and third parties as necessary
- Follow the standard channels for incident reporting, including, without limitation, contacting EMC technical support and logging service requests through EMC's website
- Conduct regularly scheduled meetings between customer and EMC to keep EMC apprised on the onsite SAM status as well as issues and concerns customer may have regarding its EMC environment
- Assign a work area for the onsite SAM at the customer's designated site for the duration of the engagement which includes, without limitation, appropriate office supplies, furnishings, telephone, access to a fax machine and photocopier, and LAN connection for access to the Internet
- Provide a security card and other required access tools for the duration of the engagement as deemed necessary by the customer for reasonable access to the facility for any onsite SAM assigned to work onsite at the customer's designated site
- Keep in force, for the duration of the engagement, an EMC Support Option maintenance contract (i.e., Premium, Enhanced, or Basic) which support terms shall apply to the extent they are relevant to and do not conflict with the preceding description of the Strategic Account Manager—Onsite offering

Out of Scope

Services outside the scope of the SAM—Onsite offering include, but are not limited to, the following:

- Multiple, basic installation services requiring project management services
- System performance analysis
- Technical consultancy
- EMC business continuity solution architecture or implementation
- EMC disaster recovery solution architecture or implementation
- Data migration
- Backup and recovery daily maintenance, solution architecture, or implementation
- Any chargeable technical services specialist functions
- Any travel costs to additional customer locations should EMC and customer jointly agree that such travel is required
- Any services or activities other than those explicitly specified in this document
- Problems caused by the customer's negligence, abuse, 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 hardware or software not supported by EMC
- Any EMC hardware or software without an active warranty or current 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 workaround or update.

The customer authorizes EMC to invoice for and shall pay additional amounts for performance outside normal business hours.

The customer authorizes EMC to invoice for and shall pay additional amounts for reimbursement of travel-related expenses resulting from performance more than 100 miles from the SAM's location.



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Take the next step

To learn more about the EMC Strategic Account Manager—Onsite, contact your local EMC sales representative, call us at 1-866-464-7381, or visit our website at www.EMC.com.