

VIRTUAL SERVICE DELIVERY

ESSENTIALS

Working with time-tested methodologies, industry-leading tools, and experienced resources, EMC Virtual Service Delivery offers:

- A remote delivery team that provides design, implementation, and support services worldwide
- A combination of skilled resources for both onsite/offsite and onshore/offshore/nearshore projects
- Specialists who optimize cultural and time-zone differences to ensure project success
- A cost-efficient, customer-focused delivery process
- Industry-focused support for telecommunications, media and entertainment, financial services, life sciences, the public sector, and more

OVERVIEW

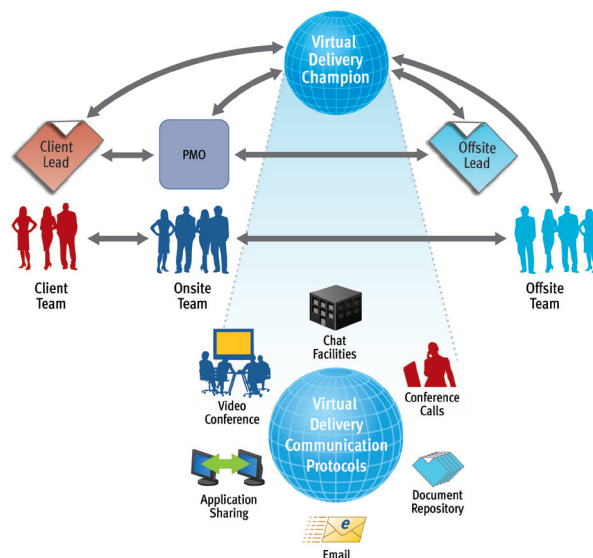
In support of today's global economy, EMC has established Centers of Excellence (COE) as a board corporate initiative, delivering performance and innovation with specialized skills and economics of scale. The COEs contribute significant value worldwide to directly affect the entire portfolio of EMC® hardware, software, and services. EMC's position is to bring in the right talent at the right cost point, so that the best value is provided to our clients for all their consulting needs.

To implement this, EMC Consulting uses a global delivery model with virtual teams. The Virtual Service Delivery (VSD) organization within EMC Consulting is a remote delivery team that provides design, implementation, and support services worldwide. Locally based project managers are complemented with technical lead resources and an expert staff working directly from our COEs. EMC's VSD teams work out of remote COE locations which include China, Cairo, and India. In addition, VSD has engaged with a number of nearshore partners serving the Americas, APJ, and EMEA theatres to augment services delivered by our onshore and offshore teams.

OUR PROCESS

EMC Consulting works with time-tested methodologies, industry-leading tools, and experienced resources. The VSD operates in a blended model that combines skilled resources for both onsite and offshore teams to create a cost-efficient project that results in a customer-focused delivery process. The VSD delivers various components of an end-to-end project, supplementing the onsite team.

We structure offsite projects so that they will deliver the highest quality with the most savings, while meeting your business goals. Our client project teams are in direct contact with the onshore Program Management Offices (PMOs), while virtual delivery champions serve as coordinators between the clients and onshore and offsite teams. The end result is being able to blend experienced team members for both onshore and offsite projects, while employing specialists who conduct minimal coordination efforts and optimize cultural and time-zone differences that ensure project success.



Driving Customer Success

- **Delivered:** Virtualized 2,500 Microsoft Windows servers in less than five months for a leading pharmaceutical company.

Impact: Round-the-clock productivity reduced time to market while improving response time.

- **Delivered:** Completed 150 third-party vendor risk assessments for the world's leading HR and payroll services.

Impact: More flexible access to a worldwide skilled talent pool enabled increased scalability and delivery capability.

- **Delivered:** Improved effectiveness by implementing a syndication system for content management challenges in the marketing division for a global leading software company.

Impact: Increased efficiency and reduced cost in implementing a digital content management platform by leveraging a global team.

- **Delivered:** Greater agility in services and increase in customer satisfaction for a leading telecom and network solution provider.

Impact: Enabled business agility by improving business processes that resulted in increased customer satisfaction and revenue.

CAPABILITIES

The VSD team provides a wide variety of capabilities along with industry-focused support for telecommunications, media and entertainment, financial services, life sciences, the public sector, and more.

Applications

- Application development using .NET/Java
- Migrations to Microsoft SharePoint
- Portal development and upgrade
- FAST search
- Mail migration
- Application/desktop virtualization

Enterprise Information Management

- Database migration
- Data modeling and ETL process
- Reports, dashboards, and OLAP

Cloud and Virtualization

- Data center optimization/consolidation: discovery and analysis (MAD/runbook), design and planning, and execution/migration (including command center/operations)
- Server virtualization: virtual infrastructure rapid transform (including P2V factory), runbooks, and hardening guides

Security and Risk Management

- Vendor risk assessment using EMC Archer
- Penetration testing and vulnerability assessment
- DR/OR/BURA assessment and DR runbooks

EMC CONSULTING

As part of EMC Corporation, the world's leading developer and provider of information infrastructure technology and solutions, EMC Consulting provides strategic guidance and technology expertise to help organizations exploit information to its maximum potential. With worldwide expertise across organizations' businesses, applications, and infrastructures, as well as deep industry understanding, EMC Consulting guides and delivers revolutionary thinking to help clients realize their ambitions in an information economy. EMC Consulting drives execution for its clients, including more than half of the Global Fortune 500 companies, to transform information into actionable strategies and tangible business results.

CONTACT US

For more information, visit www.EMC.com/consulting, or contact your local EMC Consulting representative.

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