

EMC SRM Custom Reporting and Integration Service

The Big Picture

- Improve productivity by automating the creation and consolidation of reports from disparate sources
- Establish a common reporting framework to communicate with internal customers by implementing reports that reflect their business requirements
- Maximize system and data availability by detailing end-to-end asset utilization and element relationships
- Accurately monitor and measure services against service level agreements
- Increase the ROI of your storage assets with an SRM report implementation that aligns your technical and business objectives

The EMC® SRM Custom Reporting and Integration Service enables more efficient management of your data center by providing comprehensive reports that deliver the greatest operational and financial impact to the business. This consultative service consolidates performance and capacity information from EMC ControlCenter® and other identified data sources such as existing management tools, element managers, and unique customer data sources. The reports correlate this information, enabling you to quickly determine relationships between your storage infrastructure and information assets.

EMC works with your staff and end users to identify specific SRM reporting priorities and requirements, delivering comprehensive reports that provide asset utilization monitoring and improved capacity planning. This storage resource information can be shared with other systems to develop chargeback reporting and to enable improved financial planning. The implementation includes report automation that enables your IT resources to focus on other business functions.

The EMC ControlCenter Family

EMC ControlCenter is an integrated suite of storage resource and device management software that simplifies and automates common tasks such as reporting, planning, and provisioning. Through a single interface, you have a window into your entire storage infrastructure, to monitor performance and to make appropriate changes to deliver established service-level agreements.

Proven Methodologies

EMC service engagements are guided by the EMC Global Delivery Model, a proven methodology which ensures that we deliver fast, effective implementation services to our global customers. The extensive training that the EMC delivery team undergoes prior to a client engagement establishes a strong foundation for execution.

EMC SRM Custom Reporting and Integration

By leveraging the EMC Global Delivery Model, you will receive:

Discovery and Analysis

EMC conducts discovery workshops with key stakeholders to document your goals and objectives for storage resource management reporting. EMC works with your team to determine the reporting requirements that may include trend analysis, switch utilization, charge back, host allocation, and user-defined data requirements. If you do not have a reporting database, EMC can design one to reflect your reporting objectives.

The discovery workshops facilitate consensus-building with internal stakeholders and ensure that the team is working toward a common set of reporting goals. EMC designs the reporting templates and makes recommendations on additional reports that meet your needs. The plan is reviewed and approved by your key stakeholders.

Implementation and Testing

EMC implements the defined storage resource management reporting requirements. The team creates the database schema and sets up the appropriate load processes. EMC conducts tests throughout the implementation ensuring the reporting infrastructure performs correctly.

Documentation, Functional Overview, and Acceptance

EMC delivers a functional overview to confirm that the jointly developed requirements have been fully implemented. EMC delivers the detailed project plans, the fully implemented and tested software, and customized reports. Finally, EMC obtains customer acceptance and sign-off.

Additional EMC ControlCenter Services

EMC offers additional services that enable you to fully exploit the features of EMC ControlCenter to maximize your investment. These services include:

- EMC ControlCenter Alerts and Monitoring Custom Implementation Service for ControlCenter enables you to take advantage of the rich monitoring capabilities to proactively monitor your data center.
- EMC ControlCenter Planning and Design Custom Service delivers a detailed roadmap to implement a highly efficient and cost-effective ControlCenter management environment.
- EMC ControlCenter HealthCheck Assessment delivers a detailed performance evaluation and best-practices review to identify improvements to enhance EMC ControlCenter infrastructure, utilization, efficiency, capacity, and scalability.

About EMC Global Services

Through strategic consulting and world-class technology implementation, maintenance and support services, managed services, education, and solutions, EMC Global Services helps customers address their information challenges, attain their near- and long-term business objectives, and get the maximum value out of their information strategies and infrastructure. Our 10,000+ information-focused service professionals leverage proven methodologies, deep expertise, and industry best practices to help customers build information infrastructures to store, protect, optimize, and leverage information—reducing risk, lowering cost, and delivering measurable business impact.



EMC Corporation
Hopkinton
Massachusetts
01748-9103
1-508-435-1000
In North America 1-866-464-7381
www.EMC.com

Take the next step

To learn more, contact your local EMC sales representative or authorized value-added reseller, call us at 1-866-464-7381, or visit our website at www.EMC.com.