

EMC Implementation for ControlCenter— Upgrade from 5.2 to 6.0

EMC ControlCenter® Implementation Service for ControlCenter—Upgrade 5.2 to 6.0 ensures that you are able to fully leverage the new features in EMC ControlCenter while maintaining the configurations you have already established that meet your business needs. EMC® experts will work with you to plan, design, implement, and validate your upgraded EMC ControlCenter 6.0 environment. EMC Services delivers a powerful, end-to-end solution for your multi-vendor storage resource, network, and device management needs with this upgrade service.

The Big Picture

- Ensure a smooth migration from version 5.2 to 6.0 to minimize disruption in your business
- Migrate alerts, reports, and other custom configurations from 5.2 to 6.0, saving you hours of reconfiguration time
- Leverage the new features of EMC ControlCenter 6.0 effectively, with a precise implementation, maximizing the benefits of this release

EMC ControlCenter 6.0

EMC ControlCenter 6.0 is the only storage resource management (SRM) solution in the market for virtual, physical, and heterogeneous server environments with support for VMware®. In this release, there are several new features which enable you to simplify the management of the environment with comprehensive reporting and increased platform support.

- A consolidated architecture providing a single interface, single set of agents, single reporting server, and single data repository
- Map and manage end-to-end relationships between storage resources and both physical and virtual servers with support for VMware enabling a thorough understanding of the virtualized environment
- New custom reporting methods for EMC StorageScope™ and StorageScope File Level Reporter, including a query builder giving you the ability to create many custom reports that are viewable with a consolidated StorageScope dashboard.

EMC Global Services allow you to fully realize the benefits of these features through an expert assessment of your environment, comprehensive planning, architecture design, and implementation of EMC ControlCenter into your IT infrastructure. If the existing canned reports or custom queries do not meet your needs, EMC can create additional reports via the Custom Reporting Services engagement.

Proven Methodologies

All of our service engagements are guided by our proven methodology, the Global Delivery Model. EMC's Global Delivery Model ensures that we deliver rapid, flawless implementation services to every customer in every engagement worldwide. The extensive training the EMC delivery team undergoes before they engage with a client validates the uniqueness of our methodology.

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Planning and Design

The planning and design phase of the implementation service consists of data collection sessions to determine the overall SRM requirements of the customer. EMC Global Service engineers will conduct one-on-one interview sessions with your subject-matter experts to further identify and define technical requirements from their organization-specific functional areas. The session objectives are to obtain a granular understanding of the specific storage process, procedural, and architectural requirements of your business.

Implementation and Testing

EMC customer engineers (CEs) verify the infrastructure requirements of the customer. EMC upgrades and configures the ControlCenter operational environment according to the detailed information gathered during the planning and design phase of the service. Unit and system testing follow the installation activities designed to validate the deployment.

Documentation, Functional Overview, and Acceptance

Finally, EMC presents a fully implemented and operational ControlCenter system. EMC provides a Functional Overview, obtaining acceptance signoff, and all applicable documentation.

Additional EMC ControlCenter Services

The EMC ControlCenter Alerts and Monitoring Custom Implementation service is part of a full suite of EMC service offerings that helps you realize the full value of your EMC investment.

- **EMC ControlCenter Planning and Design Custom Service** is a consultative service that delivers a detailed roadmap to implement a highly efficient and cost-effective EMC ControlCenter installation.
- **EMC ControlCenter SRM Custom Reporting** and Integration addresses your unique SRM reporting requirements, targeting areas that provide the greatest financial and operational benefits.
- **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.



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