

# EMC CONSULTING SERVICES FOR MICROSOFT SHAREPOINT

## ESSENTIALS

Strategies for a successful Microsoft SharePoint initiative include:

- Create a clear, shared vision and a roadmap
- Leverage a user-centric design approach
- Design intuitive information taxonomies
- Design and manage governance, balancing business and IT
- Plan a foundation for managing the enterprise content lifecycle
- Build a scalable, technical architecture based on business need
- Operate SharePoint as a service

EMC® Consulting provides a complete portfolio of strategic consulting, planning, design, implementation, governance, and migration services across the entire range of capabilities of Microsoft® SharePoint®.

EMC has a global team of both business and technical experts who have the skills and experience to help you maximize the productivity, value, and success of solutions built with Microsoft SharePoint. EMC takes advantage of experience gained from hundreds of successful SharePoint projects, unique intellectual property, a proven execution methodology, best practices, and solution accelerators to deliver the full value of SharePoint, maximizing productivity and efficiency and enabling new business opportunities.

Our SharePoint projects frequently begin with a business impact planning session where we identify both your technological and business goals and jointly envision a strategy to achieve those goals. Then we work with your team to describe user journeys, desired outcomes, and requirements, and then put together a detailed architecture and plan to bring this strategy to life. Finally we follow an iterative or phased execution process to implement the design.

To help you take Microsoft SharePoint from concept to reality, EMC consultants specialize in these seven vital areas: user experience, information architecture, features and content, development and testing, application architecture, governance, and platform architecture. Throughout all of our efforts, EMC works with you to develop adoption plans that ensure that the new SharePoint solution is easily and quickly adopted, and you can take advantage of the productivity gains it will bring.

## USER EXPERIENCE

Our user experience services deliver a full range of creative envisioning, design, branding, typography, solution prototyping (including style guides, mockups, and visual prototypes), and usability testing. Our experienced creative professionals possess a unique ability to develop engaging designs that increase your users' productivity, yet are still workable within the confines of SharePoint. We strive to strike a balance between the eye-catching "sizzle" and the practical impact on long-term supportability.

## INFORMATION ARCHITECTURE

Our information architects create the content model that helps you design the layout, navigation, metadata, and taxonomy for your SharePoint solution. With your users' experience in mind, our experts develop wireframes and page templates for the new site and test them for usability with a representative group of users. We will also create taxonomies, metadata models, and content types for the SharePoint solution to organize content and improve findability.

## FEATURES AND CONTENT

EMC Consulting's business and industry experts will enable you to use SharePoint to solve your unique business problems and target your specific audiences. EMC consultants will create an inventory of existing content and develop user personas and use cases to prioritize the implementation of SharePoint functionality and content in the new solution. EMC focuses on creatively leveraging the services the SharePoint platform provides to deliver innovative, compelling solutions to you.

## APPLICATION ARCHITECTURE

Solution architects from EMC Consulting will pull together the data, content, and structural design for a complete SharePoint solution for your organization. These architects use the SharePoint service applications and other features and functionality of SharePoint 2010 to deliver a suite of service offerings in a multi-tenant architecture.

## DEVELOPMENT AND TESTING

We leverage our global delivery capability (onsite, near-shore, and off-shore) to implement, test, package, and deploy custom SharePoint solutions. Our experience of developing and testing SharePoint applications also enables us to help you define or extend your Software Development Life Cycle (SDLC) process to optimally include tools, standards, processes, and solutions for SharePoint-based development.

## GOVERNANCE

EMC's governance specialists help you optimize the role that a given SharePoint solution plays in your enterprise architecture by determining the right balance between IT control and business empowerment. Our consultants analyze all aspects of SharePoint governance including end-users, solutions, service management, platform, and operations to ensure that the resulting plan is comprehensive. EMC will recommend and implement governance mechanisms to ensure that the plan's policies are enforced, monitored, and managed within SharePoint.

## PLATFORM ARCHITECTURE

EMC consultants will assess, plan, and design the scalable SharePoint environment that supports your business. Our services encompass capacity planning, business continuity, monitoring (SCCM), and highly available physical, virtual, or cloud-based architectures and backup/restore.

## EMC CONSULTING SERVICES

EMC engages customers with a global pool of specialized consultants who together have the full range of skills needed to implement successful Microsoft SharePoint solutions. Examples of our services include the following.

## BUSINESS IMPACT PLANNING

To identify the parts of your organization where SharePoint will have the maximum impact, we work with you to understand your strategic goals, generate new ideas through 'art of the possible' envisioning workshops, and create conceptual solution model(s) and architecture(s). Then we will create a phased solution implementation roadmap and a strategic assessment that establish the foundation and plan for how to execute.

"EMC Consulting had the expertise in both content management and SharePoint solution development to understand our vision. They also had the program management experience to help us implement a large, strategic program with many moving parts."

Microsoft

## **INTRANET, EXTRANET, AND PORTAL SOLUTIONS**

Many EMC customers want to create a more participatory communications environment to better connect with their employees and geographically distributed business units or external audiences. EMC helps you use SharePoint-based intranet and extranet portals to create collaborative and engaging experiences for communication, information sharing, and knowledge management.

## **SOCIAL COLLABORATION AND MOBILITY SOLUTIONS**

We develop social platforms that use networking, employee expertise, and social information to break down organizational barriers and encourage innovation and knowledge sharing. Mobile SharePoint solutions enable you to reach a broader audience and increase productivity wherever your people may be.

## **SHAREPOINT AS A SERVICE**

EMC recommends that customers take a re-usable solution approach to offering SharePoint's capabilities to the business in a multi-tenant manner. This approach focuses on packaging up solutions such as collaborative communities and project workspaces as service offerings to the business and helps to overcome problems such as the costly, uncontrolled expansion of SharePoint and multiple redundant and isolated environments. Our consultants will help you consider every angle from the user experience, service offering definition, and architecture, to the funding and governance models.

## **CUSTOMIZATION AND INTEGRATION**

Customization and integration services provide business-driven solutions on top of Microsoft SharePoint technologies that connect with existing systems and data sources such as integrating SAP for Human Resources self service.

## **UPGRADE AND MIGRATION**

EMC consultants help you upgrade or migrate to Microsoft SharePoint from legacy Microsoft platforms or competitive tools such as Lotus Notes. Leveraging our Global Delivery Model, we mobilize a team of experts, based on your requirements, delivering the highest quality outcomes using proven tools and techniques—all at the right price.

## **GOVERNANCE SERVICES**

EMC consultants work with you to create a tailored governance model and plan that balances responsibilities standards, policies, and processes between business and IT to ensure long-term platform success. To deliver this plan, EMC leverages a process methodology, interactive workshops, templates, checklists, and best practices which have been garnered via several years of SharePoint governance efforts.

## **EMC PORTAL FAST TRACK SERVICE**

When time to market is most critical, EMC Portal Fast Track service offers asset-based execution using pre-engineered frameworks that take you from concept to production in just a few short weeks.

## **OPERATIONS MANAGEMENT**

EMC provides flexible engagement models and packaged services to help you productively operate and manage a Microsoft SharePoint infrastructure. Our Health Check services provide an unbiased Microsoft SharePoint technical application inspection, complimented with a series of recommendations to improve levels of service, performance, and support.

“When you talk about rolling out a single solution, which fundamentally shapes the whole selling process on a worldwide basis in one shot, you want the right team of experts on your side. EMC consultants and Microsoft provided the technical and functional expertise to support our team and help us succeed.”

#### FEI Company

“When we made the decision to build our new portal site on Microsoft technology, EMC was a natural choice of partners. The team brought not only best-in-class capability on Microsoft SharePoint, but also an understanding of the business needs and how to manage a large implementation in a complex environment.”

#### Global Investment Firm

## SHORT-TERM AND LONG-TERM RESIDENTS

We also offer expert staff augmentation services to provide knowledge transfer and operational and administrative support. EMC can support you with the right people, based on the needs of your business, leveraging a combination of local resources and an economical Global Delivery Model.

## WHY CHOOSE EMC FOR MICROSOFT SHAREPOINT?

Our consultants have the expertise and experience to refine and translate your strategic vision for Microsoft SharePoint into an easy-to-use, scalable system.

### AN EXPERIENCED, AWARD-WINNING EMC TEAM

- Twenty-one time Microsoft Partner of the Year winner, with multiple Information Worker/ Collaboration wins
- User-centered approach to design and development
- Hundreds of successful Microsoft SharePoint engagements
- Over 1,000 consultants worldwide include Microsoft SharePoint Design Specialists, Business Analysts, Information Architects, Application Developers, and Infrastructure Technology Architects
- Ranked by Forrester Research as a top EMEA Design and Interactive Media firm for the past three years

## EMC PROVEN SOLUTIONS COMBINED WITH ENTERPRISE INFRASTRUCTURE

In addition to our consulting services, we offer a complete set of EMC Proven™ tested and validated hardware and software solutions including the following:

- Validated storage layout solutions for Microsoft SharePoint and FAST Search for large multi-TB farms
- Virtualized infrastructure for Microsoft SharePoint and FAST Search using Microsoft Hyper-V™ and VMware® vSphere™
- Enterprise-caliber disaster recovery for Microsoft SharePoint in virtual environments (Cluster Enabler and/or VMware vCenter™ SRM)
- Proven storage solutions for Microsoft SharePoint using EMC VMAX™, VNX®, and Atmos™
- Rapid SharePoint replication, backup, and deduplication using Replication Manager, EMC Avamar®, NetWorker®, and Data Domain®
- BLOB externalization and archiving using Metalix Storage (an EMC Select partner) and EMC SourceOne™
- Data loss prevention and auditing using the RSA® DLP Suite

CLIENT	SERVICES PROVIDED	BUSINESS BENEFITS
Credit Card Company	Rationalization and migration of Lotus Notes applications to SharePoint in the cloud	Reduced cost and simplified infrastructure for SharePoint with Microsoft Office 365
Aerospace Manufacturer	Global Intranet developed	Greater collaboration across divisions and geographic regions
Leading Insurance Company	SharePoint as a Service	Improved productivity with a social network, knowledge management, and project collaboration sites
Mortgage Servicing Organization	SharePoint 2010 upgrade and implementation	Improved information available to call center staff to help address clients' questions
Management Consulting Company	Lotus Notes Migration to Exchange and SharePoint	IT transformation leading to lower costs
Global Software Company	Strategy, planning, and design of new SharePoint infrastructure	Developed a digital asset management platform to share marketing content worldwide to avoid duplication of effort
European Bank	Online Banking website created using SharePoint 2010	Improved online banking experience for the bank's customers
Global Oil Company	Digital oilfield with SharePoint-based reporting	Improved reliability of oil field plant and hence enhanced productivity and reduced costs

## 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](http://www.EMC.com/consulting), or contact your local EMC Consulting representative.

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