

## Designated Support Engineer—Onsite

This document describes the EMC<sup>®</sup> Designated Support Engineer—Onsite offering. This offering includes an onsite Designated Support Engineer (DSE) as described below. The onsite DSE is assigned to support one (1) customer at a time. Customers must have a current Premium Support Option maintenance contract in place for the specified product line as a prerequisite to the purchase of the Designated Support Engineer—Onsite offering for that product line.

The purchase of a Designated Support Engineer—Onsite offering includes the following features:

- **A dedicated single point of contact for a specific product line.** DSEs are highly experienced, senior-level technical staff who reside at the customer's location and provide reactive technical support, proactive product line assistance, and the management of these activities. The onsite DSE will develop detailed knowledge of the customer's applications, environment, and project plans as they relate to the specific product line being supported.
- **Specialized product expertise.** The DSE is available to provide onsite technical expertise for the specified software product line.
- **Up to sixteen (16) authorized callers.** The Designated Support Engineer—Onsite offering allows customers to identify up to sixteen (16) of their personnel to serve as authorized callers for the submission of service requests.
- **20 hours of developer support.** DSEs that support the Content Management, eRoom<sup>®</sup>, eDiscovery, Captiva<sup>®</sup> or Information Rights Management product line will also provide twenty (20) hours of EMC developer support.

### Major Responsibilities and Assigned Tasks

Major responsibilities of the DSE, as stated below, include a combination of technical problem-solving skills, proactive support, and business and management skills that relate to technical support issues.

#### Problem management responsibilities

- Working closely with the customer's IT staff for any issues on the specified product line that require troubleshooting or problem isolation/resolution
- Assisting the customer to reproduce the reported issue
- Directly accessing other senior technical resources at EMC's support facilities for assistance with problem management
- Initiating priority access to engineering if hot fixes are required to resolve critical issues and to prioritize product issues with the specified product line
- Recognizing support severity and escalation levels and involving appropriate EMC staff/management when necessary

### Proactive support responsibilities

- Managing the relationship from a technical support perspective by providing a high level of communication including sharing relevant technical information, and proactive technical support related to the specified product line
- Understanding the customer’s technical environment, projects, and applications through two business reviews and maintenance of the customer’s technical profile
- Managing and overseeing technical support activities related to the specified product line
- Discussing product releases of the specified product line to determine which releases offer relevant improvements
- Reviewing, analyzing, and providing guidance on existing migration or installation plans

### Account management responsibilities

- Conducting weekly conference calls (or regular communications as agreed to) to lead, discuss, and review open issues or other activities related to support for the specified product line
- Conducting a business review every six (6) months to discuss upcoming product releases, review support activity, and other matters related to support for the specified product line
- Providing periodic reports on activity involving technical and customer management issues for the specified product line
- Working closely with EMC product management to advocate the customer’s future solution needs and requested features and/or function for the specified product line; but with regard to such requests, all rights shall belong solely to EMC, and EMC alone shall determine which, if any, are incorporated into EMC products
- Helping to coordinate daily operational efforts between EMC support personnel and EMC consultants hired by the customer under a statement of work, to the extent such professional services relate to one or more products in the specified product line

### DSE Response Times

The onsite DSE is generally available during DSE 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. The Designated Support Engineer—Onsite offering includes initial technical response objectives, based upon the severity level (as defined in the description of Premium Support), within the following time periods after receipt of authorized caller contact.

Severity	Initial Technical Response from DSE
Severity Level 1	1 hour, on a 7x24 basis (includes direct connection to DSE, when available), and if initial technical response is due outside of DSE business hours, may be made by the on-call DSE and/or their designee.
Severity Level 2	2 hours, during DSE business hours
Severity Level 3	3 hours, during DSE business hours
Severity Level 4	8 hours, during DSE business hours

### DSE Onsite Work Schedule and Time Off

The DSE shall be entitled to take time off for illness, training, meetings, and vacation. EMC will provide a 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 Designated Support Engineer—Onsite offering is not eligible for refund or credit.

## Customer Responsibilities

The customer shall do the following to help ensure a successful engagement:

- Supply system logon IDs as required
- Assign a work area, for the DSE assigned to work onsite at the customer's designated production site, which includes, without limitation, appropriate office supplies, furnishings, and telephone, access to a fax machine and photocopier, and a LAN connection for access to the Internet
- Provide a security card and other required tools deemed necessary by the customer for reasonable access to the facility for any EMC DSE assigned to work onsite at the customer's designated production site
- Provide ongoing information and access as required to the customer's environment for purposes of managing the customer's support cases
- Engage technical support teams for all vendors and third parties as necessary
- Allow access to appropriate customer staff as required (including access to customer personnel to support the relevant EMC support engineers) on issues and tasks not directly described in this document, but which have a direct impact on the successful completion of required tasks
- Review and comment on all EMC deliverables
- Designate a lead customer contact and a prioritization mechanism to assist the EMC DSE in resolving multiple requests for assistance
- Keep in force, for the duration of the engagement, a Premium Support Option maintenance contract for the specified product line, which support terms shall apply to the extent they are relevant to and do not conflict with the preceding description of the Designated Support Engineer—Onsite offering

## Out of Scope

The DSE has no obligation to provide technical support services for the following:

- Development of custom solutions including scripting, except for the product lines identified above that include twenty (20) hours of developer support
- System performance analysis, design, architecture, or deployment of EMC hardware and software
- Modified or damaged EMC hardware or software or any portion of EMC hardware or software incorporated with or into other hardware or software
- Any EMC hardware or software product other than the specified product line
- Problems caused by the customer's negligence, abuse, or 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 any hardware or software not support by EMC

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 work-around or update.

The customer authorizes EMC to invoice for and shall pay additional amounts for performance outside normal business hours; and reimbursement of travel related expenses resulting from expedited response or performance more than 100 miles from the DSE's location.

## Product Lines: Coverage for Designated Support Engineer—Onsite

Each product line below requires the purchase of one (1) Designated Support Engineer—Onsite offering.

Designated Support Engineer—Onsite Product Coverage	Descriptions and Exceptions
Content Management	Includes: Archive Services for Reports when sold as a solution with Content Management; excludes eRoom and ApplicationXtender®
Captiva	Includes: InputAcceI® and FormWare® when sold as a solution; excludes b-wize, Pixel Tools and Context products
ApplicationXtender	Excludes: DiskXtender®
eRoom®	Excludes: Documentum® Content Management
Avamar®	Includes: Avamar Software, Avamar Data Store, and Avamar Virtual Edition for VMware®
eDiscovery	Includes: Documentum and EmailXtender®
DiskXtender	Includes: DiskXtender
NetWorker®	Includes: AlphaStor, and DiskXtender when sold as a solution with NetWorker
Email Management and Archiving	Includes: EmailXtender, EmailXaminer®, EMC SourceOne Email Management, EMC SourceOne Discovery Manager, and DiskXtender when sold as part of Messaging solution
AutoStart™ and RepliStor®	Includes: AutoStart and RepliStor
EMC ControlCenter®	Includes: <ul style="list-style-type: none"> <li>• Automated Resource Manager™</li> <li>• Performance Manager</li> <li>• SAN Advisor™</li> <li>• SAN Manager™</li> <li>• StorageScope™</li> <li>• Symmetrix Manager</li> <li>• Symmetrix Optimizer</li> </ul>
Host Systems	Includes: TimeFinder®, PowerPath®, SRDF®/CE, TEIM, TEIM/TSIM, Symmetrix Optimizer, SIME/SIMS, Solutions Enabler, SRDF/CE, Open Migrator, SRDF
Information Rights Management	Includes: <ul style="list-style-type: none"> <li>• IRM Server (Windows &amp; Solaris)</li> <li>• IRM Repository Server</li> <li>• IRM ExtraNet Server</li> <li>• IRM Services for Documentum</li> <li>• IRM Services for eRoom IRM Client for Office</li> <li>• IRM Adobe Client (Windows, Mac, Solaris)</li> <li>• IRM SDK &amp; API (Windows &amp; Solaris)</li> </ul>

Designated Support Engineer—Onsite Product Coverage	Descriptions and Exceptions
Mainframe Software	Includes support of the following products/features: <ul style="list-style-type: none"> <li>• SRDF</li> <li>• Consistency Groups</li> <li>• Recovery Procedures</li> <li>• TimeFinder/Mirror/Clone</li> <li>• Host Component</li> <li>• Mainframe ControlCenter               <ul style="list-style-type: none"> <li>– EMC Centera® HSM Migrator</li> <li>– Performance Essential</li> <li>– TeraSAM</li> <li>– VSAM Assist and Quick Index</li> <li>– SNAP</li> <li>– AutoSwap™</li> <li>– ResourcePak® Base (EMCSCF)</li> <li>– InfoMover™</li> <li>– Save Device Pools</li> <li>– GDDR/GDPS</li> <li>– ResourcePak Extended</li> <li>– Catalog Solution</li> <li>– Solutions Enabler for z/OS</li> </ul> </li> </ul>
Replication/Recovery	Includes Replication Manager Local 4.0x/5.x and RecoverPoint
Smarts	Includes: <ul style="list-style-type: none"> <li>• Adapters for Remedy, NetIQ Application Manager, Perl API, XML Adapter</li> <li>• Application connectivity Manager</li> <li>• Application Insight</li> <li>• ATM/Frame Relay Manager</li> <li>• Business Impact Manager</li> <li>• Business Dashboard</li> <li>• IP Availability Manager</li> <li>• IP Performance Manager</li> <li>• Application Discovery Manager</li> <li>• MPLS Performance Manager</li> <li>• Multicast Manager</li> <li>• Network Protocol Manager</li> <li>• Optical Transport Manager</li> <li>• Report Manager</li> <li>• Server Performance Manager</li> <li>• Server Assurance Manager</li> <li>• Storage Insight for Availability</li> <li>• IPTV Solution</li> <li>• ITIL Solution</li> <li>• VoIP Manager</li> <li>• Cisco Network Connectivity Center</li> </ul>



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### Take the next step

To learn more about the EMC Designated Support Engineer—Onsite, contact your local EMC sales representative, call us at 1-866-464-7381, or visit our website at [www.EMC.com](http://www.EMC.com).