

RELIANT
TECHNOLOGY

EMC Support:

The Complete Playbook

If you own EMC data center hardware, you want to make sure it stays supported.

What should I look for in a Service Level Agreement for my EMC support? When an issue comes up with my EMC hardware, what's the best way to get a resolution, as fast as possible?

In this guide, we'll explore the answers to these questions and more >>



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What is EMC SUPPORT?

EMC offers a range of support services for your EMC data center hardware. EMC support services include remote technical support, onsite response, and delivery parts replacement. If you are paying for EMC support, have you read the fine print?

Here's some things to look out for when you take a look at your EMC support:

SLA vs. SLO

When deciding what support level fits for your organization, take into account the differences between SLAs and SLOs.

| Service Level Agreement



When it comes to your EMC support, your SLA, or Service Level Agreement often doesn't account for certain nuances. For example, an SLA may promise a resolution within 4 hours. But does your SLA spell out what happens if it takes over 4 hours for your team to send data or logs, and for the EMC support team to

diagnose the problem?

Does it mean the 4-hour window has been eaten up during the troubleshooting process, or does the clock start and stop based on communication back and forth?

You can easily see where the promises of your EMC support SLA can get muddy.

Service Level Objectives



Service Level Objectives (SLOs) refer to the actual performance metrics associated with an SLA. SLOs describe, usually in well-defined, measurable terms or benchmarks set within a specific time period.

Basically, the SLA is the overarching service agreement, and the SLOs within are the individual promises made concerning availability, response time, and other specific service standards.

The SLOs in your support agreement should be clear and concise, as they will determine the actual performance and quality of your EMC support.

Security Levels

So you can submit a request for EMC support 24x7 over the phone or online, but does that mean you can expect a response right away?

The answer is: it's complicated.

One thing you should know about EMC support is that their response time depends on what Severity Level they assign to your request.

If you're paying for premium level EMC support, for example, here's how long you can expect to wait before hearing back from support after you've requested for help through EMC's 24x7 remote assistance and a severity level to your case has been assigned.

Here are the severity levels that EMC support uses to inform how fast they'll respond:

SEVERITY LEVEL 1	SEVERITY LEVEL 2	SEVERITY LEVEL 3	SEVERITY LEVEL 4
<p>Critical - A severe problem is preventing the customer or workgroup from performing critical business functions.</p>	<p>High - The customer or workgroup is able to perform job function, but performance of job function is degraded or severely limited.</p>	<p>Medium - The customer or workgroup performance of job function is largely unaffected.</p>	<p>Request - Minimal system impact; includes feature requests and other noncritical questions.</p>
<p>30 Minutes, on a 24x7 basis</p>	<p>2 hours, on a 24x7 basis</p>	<p>3 Local Business Hours</p>	<p>8 Local Business Hours</p>

Onsite Response



Before a technician is scheduled and en route, EMC support must first deem that your request warrants an onsite response, which means that it's not always a guarantee.

For example, you may be paying for a 24x7x4 SLA to receive a 4 hour onsite response, but the clock doesn't

start ticking until EMC first:

- Isolates the issue through remote troubleshooting, and then:
- Determines that your issue meets their standards for an onsite technician. After that is squared away, Joe the Technician is on the way, right? Not exactly. Before Joe heads out to

make his rounds, he's checking his schedule and making his onsite visits based on the Severity Level EMC assigned.

To get a picture of when you can expect a technician to arrive, here are the severity levels for onsite response for EMC's Premium support.



When you can expect a technician

Level 1 Critical:

Within 4 hours
on a 24x7 basis

Level 2 High:

Within 12 hour
on a 24x7 basis

Level 3 Medium:

Next business day,
local business hours

Level 4 Request:

Next business day,
local business hours

www.dell EMC.com/content/dam/uwaem/production-design-assets/jp/customer-services/h4273-premium-support_en.pdf

What is the EMC Support Phone Number?

EMC has a main support phone number for each region below:

United States: 1-800-782-4362 | Canada: 1-800-543-4782 | Worldwide: 1-312-725-5401

EMC also provides local and toll-free access phone numbers by country.

See the full list here: [In-country EMC Support Phone Numbers](#)



As a backup, you can also contact Reliant Technology for quick access to EMC support:

Reliant Support Phone Number: 1-877-227-0828

Reliant Support Email: support@reliant-technology.com

Having trouble tracking down the right support phone number for all of your systems and support vendors? An IT Asset Management platform, such as Reliant Technology's Asset Management portal (RTAM), allows you to house all of your support contact information by OEM, VAR, or Third-Party Maintenance provider in one place for quick and easy access.

What are the EMC Support Levels?



EMC offers three main support levels

for your data center hardware: **Basic** | **Enhanced** | **Premium**

When you need help, you want to know exactly when you're going to get it. The terms of your EMC support should be clear, but if you read carefully, there are a lot of contingencies.

These contingencies make it difficult to know how fast EMC support will deliver a solution, and when you

and your team can expect a resolution.

Because EMC's response time is highly dependent on the Severity Level they assign to your issue, it's important to keep in mind how the severity levels of each support option affect how quickly you can get help to resolve your issue.

Below is a summary of the services and response times included for EMC's support levels:



EMC BASIC SUPPORT

Remote Technician Support : 24x7 by phone or online

[**When you'll get a reply:** From 2 local business hours to 12 local business hours, depending on the severity level deemed by EMC Support]

Onsite Response: Not included | **Replacement Parts Delivery:** Next Business Day

EMC ENHANCED SUPPORT

Remote Technician Support : 24x7 by phone or online

[**When you'll get a reply:** From 1 hour on a 24x7 basis to 10 local business hours, depending on the severity level deemed by EMC Support]

Onsite Response: Included for equipment only. **When they'll show up:** Next Business Day, after EMC support determines onsite support is necessary

Replacement Parts Delivery: Next Business Day

Software Updates: Rights to new releases of software, installation not included

EMC PREMIUM SUPPORT

Remote Technician Support : 24x7 by phone or online

[**When you'll get a reply:** From 30 minutes on a 24/7 basis to 8 local business hours, depending on the severity level deemed by EMC Support]

Replacement Parts Delivery: Next Business Day

Software Updates: Rights to new releases of software and installation is included



What are the EMC Online Support Resources?

EMC recommends using the EMC Storage, Server, and Networking Knowledge Base online as a first step to troubleshooting and finding solutions.

In addition to EMC's Knowledge Base, you can also access the Dell EMC Community Forum.



What are the EMC Support Escalation Procedures?

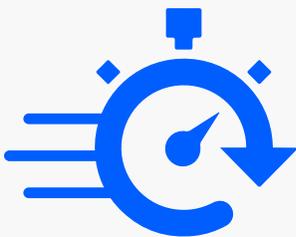
EMC Self-Support Before Opening a Ticket

Once a problem occurs, it's natural to want to jump on the phone right away and get an answer. That being said, EMC asks that every customer first performs self-support troubleshooting before contacting support.

If you have a critical issue, you're likely going to reach out to support immediately, but taking these steps before reaching out to EMC support can speed up the process of remote troubleshooting and help you get a faster resolution:

- 1. Locate the service tag or express service code**
- 2. Perform basic diagnostics and create a log, if possible**
- 3. Research the issue on the EMC Community Forum**

Requesting an Escalation



If you're not getting a fast response or the right solution for your issue, you can request an escalation for your case.

EMC support states that you can request an escalation by speaking directly with the Technical Support Engineer assigned to your case, or by discussing your concerns with the field engineer if they have been dispatched onsite to your location.

Once you've made an escalation request, the EMC

support Manager on Duty will "evaluate the situation and determine the appropriate resources to assign and/or actions to be taken."

Usually, this is followed up by a conference call to outline an action plan moving forward.

Support Resources >>

EMC SUPPORT RESOURCES

EMC Unity Support Resources

Dell EMC Unity - *Best Practices Guide*

www.dellemc.com/en-us/collaterals/unauth/white-papers/products/storage/h15093-dell-emc-unity-best-practices-guide.pdf

Dell EMC Unity - *Technical Documents & Videos*

www.dell.com/support/article/en-us/sln310140/dell-emc-unity-family-technical-documents-and-videos?lang=en

Dell EMC Unity - *Troubleshooting Checklist*

www.dellemc.com/en-us/collaterals/unauth/technical-guides-support-information/products/storage/docu69358.pdf

EMC Data Domain Support Resources

Dell EMC Data Domain - *Cloud Tier Architecture & Best Practices Guide*

www.dellemc.com/resources/en-us/asset/white-papers/products/storage-2/h16169-ecs-and-data-domain-cloud-tier-architecture-guide.pdf

Dell EMC Data Domain - *Support Community*

www.dell.com/community/Data-Domain/bd-p/data-domain

Dell EMC Data - *Administration Guides*

www.dellemc.com/en-us/collaterals/uhttps://www.dell.com/support/article/en-us/sln318579/powerprotect-and-data-domain-core-documents?lang=en

EMC VNX Support Resources

Dell EMC VNX - *Support Community*

www.dell.com/community/VNX/bd-p/vnx

Dell EMC VNX - *White Paper*

www.infranetgroup.com/wp-content/uploads/2014/07/vnx.pdf

Dell EMC - *Best Practices for FAST Cache*

thesanguy.com/2017/11/20/best-practices-fast-cache

Dell EMC VNX2 - *White Paper*

www.dellemc.com/en-us/collaterals/unauth/white-papers/products/storage/h12197-vnx-storage-efficiency-wp.pdf

EMC Isilon Support Resources

Dell EMC Isilon - *OneFS Overview*

<https://www.dellemc.com/en-tz/collaterals/unauth/technical-guides-support-information/products/storage/h10719-isilon-onefs-technical-overview-wp.pdf>

Dell EMC Isilon - *Archiving Solutions*

www.dellemc.com/resources/en-us/asset/offering-overview-documents/products/storage/h8996-so-isilon-archive.pdf

Dell EMC Isilon - *Supportability & Compatibility Guide*

www.dellemc.com/en-us/collaterals/unauth/technical-guides-support-information/products/storage-5/docu44518.pdf

PRICING

When you've got a budget and timeline to follow, are you getting the best pricing and options for your EMC support?

If you have EOL EMC hardware, you might feel pressured to refresh, even when it doesn't fit your budget, but a third-party partner like Reliant can give you more options. Third-party maintenance or third-party support, known as TPM, is alternative hardware support for your

server, storage, and networking hardware.

TPM support with Reliant offers flexible SLAs with short term and coterminous contracts. Third-party maintenance partners can also consolidate multiple OEMs on one contract for ease of administration.

You can buy time, get peace of mind, and save 50% or more on your EMC support with a third-party maintenance provider.

“Hardware maintenance is increasingly being considered “nonstrategic IT” spending, resulting in organizations seeking low-cost alternatives to original equipment manufacturer (OEM) contracts and pricing. OEM hardware support spending can be reduced by leveraging a blend of OEM and third-party maintenance (TPM) in a hybrid solution. TPM contracts can offer customers 50% to 70% savings off OEM support net prices.”

- 2019 Gartner Market Guide for Data Center and Third-Party Maintenance.

EMC Support vs. Reliant Support

If you have EMC systems 3 years old or less that require software updates, EMC direct support may make sense. However, if you have older, stable EMC hardware, Reliant may be the right solution for you.

To the right is a side by side comparison of the services offered by the OEM vs. Reliant:



SERVICE	EMC DIRECT	RELIANT
(New) Emc Hardware	YES	NO
Software Updates	YES	NO
System Engineering	YES	YES
Professional Services	YES	YES
Disk, Daes, Shelves	YES	YES
Save 50%+ On Support	NO	YES
1-12 Month Contracts	NO	YES
Same Day Quotes	NO	YES
Same Day Contracts	NO	YES
Same Day Shipping	NO	YES
Refurb Emc Experts	NO	YES
Unity, Vnx, Clariion	NO	YES
Used Data Domain	NO	YES
Used Isilon Nodes	NO	YES
Us & Global Support	NO	YES
Rental Hardware	NO	YES
Sell Your Hardware	NO	YES



If you own EMC data center hardware and need to increase capacity or performance, third-party maintenance experts like Reliant have experienced engineers available and ready to consult with you regarding your options.

With over 13 years in the secondary market space, Reliant is an experienced partner you can trust to get the right equipment that meets your requirements.

RELIANT TECHNOLOGY'S 3 STEP PROCESS:



CONNECT

Fill out the form, and within an hour we'll schedule a good time for you.



DISCUSS

Discuss your goals, your environment, and what's really holding you back.



DISCOVER

Get options, save money, and gain a partner you can trust to get it done.

We've served over 2,500 customers worldwide, helping IT professionals save over 150 million without compromising on the stability and support of their data center infrastructure.

Connect with an expert today, discuss your requirements and discover your options to save time and money with Reliant today:

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