

EMC SYMMETRIX VMAX SERIES STORAGE SYSTEM

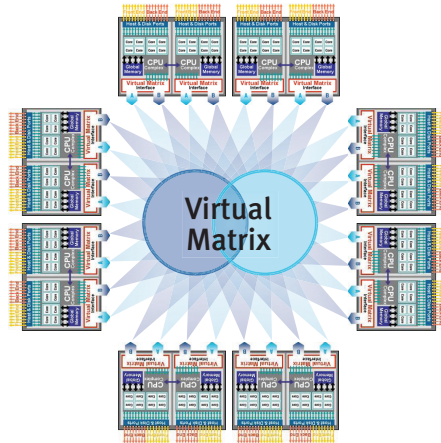
The world's most trusted storage platform

ESSENTIALS

- Reduce cost with revolutionary scale-out architecture created to match the future storage growth demands of virtual enterprise IT environments
- Rely on highly available, high-performing storage that will expand quickly and easily
- Get unprecedented scale and consolidation results while reducing cost
- Seamlessly expand capacity while increasing performance
- Reduce costs and raise service levels automatically with FAST VP
- Integrate tightly with virtualized server environments to simplify administration and accelerate server operations
- Increase capacity utilization and automatically balance data layout with Virtual Provisioning
- Provision storage more easily, reducing labor and risk of error using Auto-provisioning Groups
- Improve compliance efforts and reduce risk with Symmetrix Data at Rest Encryption
- Seamlessly migrate to new VMAX systems
- Simplify day-to-day Symmetrix management with Symmetrix Management Console ease-of-use capabilities
- Manage performance, long-term planning, and decisions, by using the graphical monitoring, trending, realtime monitoring, and diagnostic drill-down capabilities of EMC Symmetrix Performance Analyzer
- Replace multiple high-end arrays with one Symmetrix VMAX system, saving energy, footprint, weight, and acquisition costs

MEETING THE FUTURE GROWTH DEMANDS OF VIRTUAL IT ENVIRONMENTS

Enterprise-critical applications—those which drive the core of an organization—require the highest availability infrastructure to support the most stringent service levels. EMC meets this need with the highest performing, most functionally capable, and yet competitively priced high-end networked storage systems ever offered—the EMC® Symmetrix® VMAX™ series with the Enginuity™ operating environment. The Symmetrix VMAX system introduces a revolutionary scale-out architecture created to match the future storage growth demands of virtual IT environments, while reducing costs for our customers.



The revolutionary Virtual Matrix Architecture provides the foundation to scale to hundreds of petabytes of capacity, supporting thousands of servers, and millions of IOPS delivered to that capacity, all flexibly deployed throughout a data center and able to be controlled through a single screen.

SYMMETRIX VMAX SERIES—A STORAGE ARCHITECTURE PURPOSE-BUILT FOR THE VIRTUAL IT ENVIRONMENT

Driven by unrelenting data growth, storage platforms must efficiently scale to much larger capacities and higher performance, while leveraging the best of emerging technologies and reducing cost. The EMC Symmetrix VMAX system features a revolutionary Virtual Matrix Architecture™ that builds upon the rich heritage of the Symmetrix multi-controller platform and extends the value of the Direct Matrix Architecture® to deliver unprecedented performance, availability, and functionality at a reduced cost. The unique scale-out architecture of the Symmetrix VMAX system provides the foundation to scale to hundreds of petabytes of capacity, supporting thousands of servers, and millions of IOPS delivered to that capacity, all flexibly deployed throughout a virtual IT environment and able to be controlled through a single screen.

The Symmetrix VMAX system architecture provides a Virtual Matrix™ that can scale beyond the confines of a single system footprint. The core element of the Virtual Matrix is the Symmetrix VMAX Engine. VMAX Engines, which include cache, front-end connectivity, and back-end connectivity are the foundation of the Symmetrix VMAX system. The Virtual Matrix scales by aggregating up to eight VMAX Engines as a single system with fully shared connectivity, processing, and capacity resources.

UNMATCHED AVAILABILITY AND INFORMATION-CENTRIC SECURITY BUILT IN

A revolutionary architecture and blazing performance are meaningless without uninterrupted information availability. Symmetrix VMAX systems come standard with non-disruptive everything. EMC's philosophy has always been to anticipate whatever might disrupt information access and prevent it. Symmetrix VMAX systems take this philosophy to an even higher level.

The Enginuity operating environment offers unmatched availability and reliability with non-disruptive operations and upgrades—with no storage or application downtime. Add to this non-disruptive upgrades of EMC software applications, non-disruptive storage configuration changes, and non-disruptive serviceability—all designed to ensure your access to vital information is never in doubt—and your service levels are never compromised. Enginuity also features continuous monitoring and testing to ensure data integrity, as well as intelligent cache optimization and autonomous tuning of drive-read patterns to optimize application performance.

The Symmetrix VMAX system's Enginuity operating environment is optimized for increased availability, reliability, performance, and capacity utilization on all tiers with all RAID types, reducing total cost of ownership (TCO) while achieving predictable service-level attainment. Enginuity forms the foundation for the EMC TimeFinder® and Symmetrix Remote Data Facility (SRDF®) families, EMC Ionix™ ControlCenter®, Symmetrix Optimizer, and tiered storage optimization. Enginuity supports a full complement of available EMC and ISV-supplied storage protocols and applications (including GDPS, TPF, and PPRC for mainframe environments) to meet virtually any business demand.

Enginuity enables simultaneous connection to virtually all mainframe, UNIX, Windows, and Linux platforms—the most extensive connectivity choices in the industry—and all validated in EMC's interoperability labs. The result: you can do whatever you want with your information, at any time, and with fewer staff and greater speed and efficiency.

Securing mission-critical enterprise data is of paramount importance to today's enterprise. Enginuity provides the highest levels of data integrity with integrated technology from RSA®, The Security Division of EMC, to deliver built-in security capabilities that make it easier to reduce risks to sensitive data and improve compliance efforts. The Symmetrix Service Credential, Secured by RSA, prevents unauthorized service actions on the service processor. Integration with RSA enVision® provides automated, policy-based audit log management across the enterprise. EMC Certified Data Erasure for Symmetrix drives eliminates exposure to data theft. The enhanced Symmetrix Audit Log provides a comprehensive, tamper-proof view of management and support actions. Symmetrix Data at Rest Encryption extends security by automatically encrypting all data written to disk, which addresses security and compliance concerns regarding data exposure when drives are removed or arrays are replaced. Individual disks are encrypted with RSA key management technology to simplify security management and meet compliance requirements.

At the system hardware level, EMC starts with the most reliable components available. Then we add 100-percent internal redundancy to ensure that no single fault can stop the flow of information. Multiple redundant power supplies connected to independent power sources provide additional protection. Battery backup of all power systems ensures that all data in memory is safely written to the drive before the Symmetrix array initiates an orderly

shutdown in the event of complete power loss. Additional reliability features include permanent spares, compensative cooling, and extensive environmental monitoring. Before each Symmetrix VMAX system is shipped, it undergoes rigorous thermal, vibration, and operational checks to make sure it arrives fully functional in your virtual IT environment.

At the software level, advanced integrity features ensure your information is always protected and available. A choice of RAID 1 (mirroring), RAID 10, RAID 5 (3+1 and 7+1), and RAID 6 (6+2 and 14+2) protection enables you to apply the protection level most appropriate to the value and performance requirements of your information.

SYMMETRIX VMAX—HIGHEST PERFORMANCE AND SCALABILITY

The Symmetrix VMAX array enables massive consolidation and incremental scalability, so you get all the benefits of tiered storage on one platform, as well as the flexibility to rapidly address the changing needs of your business. For the most extreme and demanding storage environments in the world, Symmetrix VMAX is a powerful solution that's remarkably simple to manage. Symmetrix VMAX systems offer:

- **Reduced cost and optimized service-level delivery via scale-out and tiering**
 - Deliver performance on demand, automatically optimize service levels in tiered environments, and scale storage capacities while reducing costs
 - Optimize the utilization of flash drives and increase performance of SATA drives with FAST VP and VP
- **Management abstraction enables ease, speed, and automation**
 - Quick, easy, and automated provisioning of storage for virtual servers with a single action
 - VMware vStorage APIs for Array Integration (VAAI) to offload VM operations to the array, optimizing server performance
- **24x7 x forever application availability**
 - Eliminate unplanned and planned outages with fully non-disruptive operations and achieve zero data loss with extended-distance replication

Symmetrix VMAX systems are ideal for the most extreme application demands, such as where large-scale consolidation is required by the world's most information-intensive enterprises. The revolutionary Virtual Matrix Architecture with its scalable performance and capacity provides the most configurable and flexible high-end storage array so that your enterprise realizes even greater ROI in your EMC investment.

SYMMETRIX VMAX SYSTEM CONFIGURATIONS

The Symmetrix VMAX series includes the Symmetrix VMAX SE configuration which provides an entry point into high-end storage. The Symmetrix VMAX SE delivers high levels of performance and availability in a small footprint for open systems and mainframe environments. Symmetrix VMAX SE arrays are configured around an integrated system bay capable of holding up to 120 drives along with the addition of one adjacent storage bay to add an additional 240 drives for a total of 360 drives.



Symmetrix VMAX SE Series: High-End Entry Point—The Symmetrix VMAX SE configuration provides an entry point into high-end storage, delivering high levels of performance and availability in a small footprint for open systems and mainframe environments. Federated Live Migration enables organizations to non-disruptively migrate volumes to new VMAX systems, automating remediation and providing “thick to thin” migration.

Symmetrix VMAX systems with the scale-out Virtual Matrix Architecture can be configured with 48 to 2,400 drives for a maximum capacity of up to two petabytes. Systems provide up to 1 TB of memory and up to 128 Fibre Channel ports, or 64 FICON ports, or 64 10 Gb/s Ethernet ports, or 64 iSCSI connections. Symmetrix VMAX series is a distributed multi-engine storage system that can non-disruptively scale from one to eight VMAX Engines. Systems are configured around a central system bay and adjacent storage bays of up to 240 drives each. You have a full range of drive options—from ultra-fast Enterprise Flash drives to the highest capacity 2 TB SATA drives available.

Symmetrix VMAX arrays support the latest front-end connections with 8 Gb/s Fibre Channel, 8 Gb/s FICON, and 10 Gb/s Ethernet for FCoE, iSCSI, and SRDF connectivity.

Symmetrix VMAX systems are available in a wide variety of channel connection, processor power, global memory size, drive performance and capacity, and data protection combinations. Your sales representative can assist in determining which Symmetrix VMAX system is the most appropriate solution for your high-end storage needs.



Symmetrix VMAX Series: World’s Most Scalable High-End Storage Array—Symmetrix VMAX systems can be configured with 48 to 2,400 drives for a maximum capacity of up to two petabytes. The multi-engine storage system can non-disruptively scale from one to eight VMAX Engines. Systems are configured around a central system bay and adjacent storage bays of up to 240 drives each.

LOWEST COST OF OWNERSHIP WITH TIERED STORAGE OPTIMIZATION

Symmetrix VMAX systems support a range of drive options from Flash to Fibre Channel to SAS to SATA. Enterprise Flash drives enable you to support the most demanding workloads on smaller footprints, reducing energy consumption. Tiered storage enables you to optimize system performance while reducing cost.



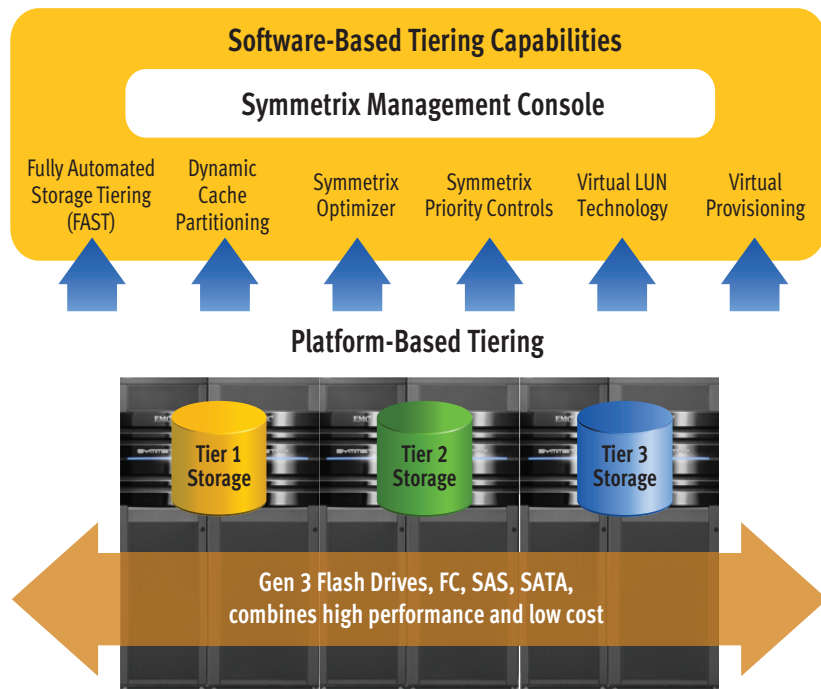
FAST—Fast is a policy-based system that automatically places and moves data across storage tiers to achieve performance, service levels, and cost targets.

EMC delivers critical software capabilities that optimize performance with multi-tiered Symmetrix VMAX systems. With FAST for Symmetrix VMAX, tiering is automatically optimized by dynamically allocating and relocating application workloads based on service-level agreements. Our FAST VP offering provides granular tiering at the sub-LUN level, automatically and non-disruptively locating workloads to optimize performance at SATA costs. FAST VP further reduces the overall TCO by reducing acquisition costs, simplifying management, and reducing energy and space requirements. FAST enables a small staff to manage far more resources, is highly flexible to adapt to changing business needs, and is highly responsive to dynamic performance environments.

Dynamic Cache Partitioning segregates memory resources on a Symmetrix VMAX array into as many as eight partitions for different applications. Partitions can expand and contract according to policies in order to maximize performance while isolating workloads among applications.

Symmetrix Priority Controls help manage multiple application workloads by setting priority levels for device groups, enabling higher-priority applications to have faster response times than lower-priority applications. These controls include enhanced support for IBM Workload Manager for priority queuing in mainframe environments.

Symmetrix Virtual LUN technology non-disruptively moves data between tiers, spanning different drive and RAID types without impacting business continuity. Virtual LUN VP mobility provides non-disruptive mobility between FAST thin pools, enabling organizations to respond rapidly to changing business requirements without disrupting local or remote replication.



Next-Generation Storage Tiering—Unique to Symmetrix VMAX are the software capabilities that enable automation to manage far more resources to adjust to changing business requirements and respond quickly to dynamic performance environments.

SIMPLE MANAGEMENT AND OPERATION

Symmetrix Management Console is an intuitive, browser-based GUI for Symmetrix VMAX system management for open systems and z/OS-attached systems. Symmetrix Management Console supports large environments of up to 10 Symmetrix VMAX arrays. Features such as templates, wizards, task menus, device filters, and Auto-provisioning Group management simplify management and reduce TCO in virtual IT environments.

Deploying Symmetrix Management Console on the service processor provides an added convenience as it frees up resources and eliminates the need for a separate host in mainframe environments.

Symmetrix Management Console provides rapid, intuitive management of Auto-provisioning Groups. Auto-provisioning Groups help provision storage more easily, reducing labor and the risk of error. This is especially true for virtualized environments (VMware® environments in particular), by managing many server-storage links at once. Groups of host initiators, front-end ports, and storage devices can be created and associated with one another in an application-specific view with one component change automatically propagating throughout all of the groups.

Provision 5 ESX Servers x 2 HBAs x 4 Storage Ports

Auto-provisioning Groups

- Auto-discover hosts
- Map and mask at group level
 - Host, storage ports, volumes
- Masking wizard simplifies process

Traditional Approach

- No auto-discovery of hosts
- Individually mask hosts to storage ports
- Individually map volumes to storage ports
- Prone to errors and is time-consuming

EMC Approach
2 Minutes



Traditional Approach
15 Minutes

Auto-provisioning Groups—Auto-provisioning groups help provision storage more easily, reducing labor and risk of error for consolidated environments by managing many server-storage links at once.

Symmetrix Virtual Provisioning enables users to reduce cost, improve capacity utilization, and simplify storage management. Virtual Provisioning enables users to present a large amount of capacity to a host and then consume space only as needed from a shared pool. This improves TCO by reducing initial over-allocation of storage capacity. Virtual Provisioning also provides automated pool rebalancing, helping expand thin pools in small increments while protecting performance, and non-disruptive shrinking of thin pools to help reuse space to improve capacity utilization. Virtual Provisioning further reduces labor costs by simplifying data layout and reducing the steps required to accommodate capacity growth. Users have new mobility and space efficiency when moving into and out of thin pools as well with TimeFinder/Clone thick-to-thin replication that ensures only host-written space is copied to target thin volumes. In addition, users can automatically reclaim unused space when migrating from standard to thin volumes using SRDF and Open Replicator.

Symmetrix Performance Analyzer (SPA) is launched from the Symmetrix Management Console and provides a view of the key performance indicators (KPIs) for the Symmetrix arrays. SPA provides snapshot and trend views as well as the administrator's ability to choose the time period of interest for analysis, e.g., 24H, 1 Week, 1 Month, etc. SPA provides a view at various group levels such as masking view, composite group, storage group, and RDF groups. SPA is a tool that can be effectively used to manage storage growth and forecast the resources required to support that growth. Additionally, SPA has realtime monitoring and diagnostic drill down to the device level to quickly isolate performance issues in a Symmetrix environment.

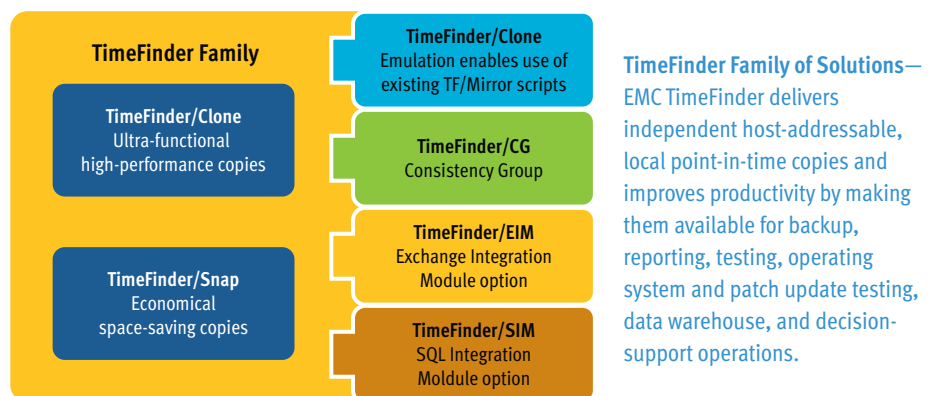
The EMC Ionix ControlCenter family of storage management software provides automated management of your multivendor networked storage environment through a single, consistent, information-centric approach. As the industry's only integrated networked storage management family, ControlCenter lets you “see” all the elements of your IT infrastructure (hardware, software, and network), “know” how your information is performing, and “do” what's necessary to ensure service levels are met—all from a single software interface.

EMC z/OS Storage Manager (EzSM) is a mainframe software product providing discovery and viewing of a Symmetrix environment connected to a z/OS host. EzSM provides facilities to handle volumes, data sets, catalogs, and detailed Symmetrix VMAX system functionality information.

EMC storage management products aren't limited to just managing and monitoring Symmetrix VMAX systems. They also manage other EMC and non-EMC storage platforms, networks, and applications to match today's open, heterogeneous IT environments. EMC enables you to use the storage most appropriate to your needs and manage it all centrally from one management interface.

BUSINESS CONTINUITY SOLUTIONS—LOCAL AND REMOTE REPLICATION

The EMC TimeFinder and Symmetrix Remote Data Facility (SRDF) families of software are the most powerful suites of local and remote storage replication solutions available in the industry, enabling business continuance volumes for parallel processing activities like backup, testing and development, and local restore, as well as remotely replicated copies to guard against primary site disasters and outages. In fact, the TimeFinder and SRDF families are the most widely deployed set of local and remote replication solutions in the industry and are installed in tens of thousands of demanding environments worldwide.



LOCAL REPLICATION—THE TIMEFINDER FAMILY

The EMC TimeFinder family of software provides a local copy of data, independent of the host and operating system, application, and database. The EMC Symmetrix TimeFinder family of local copy software is the most field-proven, widely deployed, array-based, point-in-time solution in the world with tens of thousands of licenses shipped in the most-demanding IT environments. Leveraging the industry-leading, high-end Symmetrix system, TimeFinder offers the most choice and flexibility to meet any service-level requirement, all while enabling you to control or reduce costs for increased competitive advantage.

EMC TIMEFINDER BASE PRODUCTS

- **TimeFinder/Clone:** Creates a functional, full-volume, independent host-addressable, local point-in-time copy of a Symmetrix production device and allows up to 16 active clones of single production device, all of which are immediately available for both read and write access and can use RAID 5 and/or RAID 6 protection schemes.
- **TimeFinder/Snap:** Creates a high-performance, space-saving, independent host-addressable, logical local point-in-time copy of a Symmetrix production device and allows up to 128 active snapshot copies of a single production device, which are immediately available for both read and write access and can use RAID 5 and/or RAID 6 protection schemes.

EMC TIMEFINDER ADD-ON OPTIONS

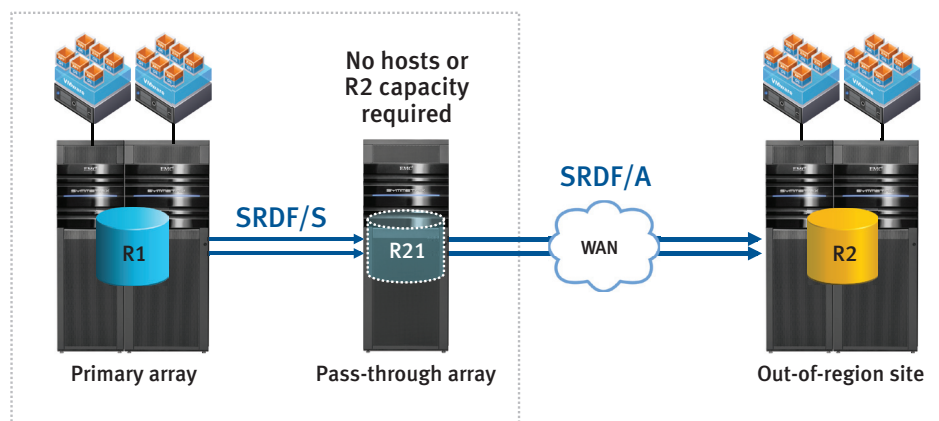
- **TimeFinder/Consistency Groups:** Provided at no additional cost, ensures dependent-write consistency of the application data when creating a point-in-time image across multiple devices associated with an application within a single Symmetrix system, or applications that also span multiple Symmetrix systems.
- **TimeFinder/Exchange Integration Module and TimeFinder SQL Integration Module:** Integrates the TimeFinder family with Microsoft Exchange and SQL applications for automated backup and restore.

REMOTE REPLICATION—THE SYMMETRIX REMOTE DATA FACILITY (SRDF) FAMILY

The SRDF family of software provides remote mirroring independent of the host and operating system, application, and database. SRDF remote mirroring helps companies manage planned and unplanned outages, enabling 24x7x365 data availability, allowing businesses to focus on maximizing revenue generation and customer support opportunities, improving productivity, and controlling or reducing costs for increased competitive advantage.

EMC SRDF BASE PRODUCTS

- **SRDF/Synchronous (SRDF/S):** Maintains a realtime synchronized mirror of a Symmetrix production data device to a secondary site Symmetrix data device, providing a recovery-point objective of zero data loss.
- **SRDF/Asynchronous (SRDF/A):** Maintains a near-realtime synchronized mirror of a Symmetrix production data device to a secondary site Symmetrix data device, providing a recovery-point objective that could be as minimal as a few seconds.
- **SRDF/Data Mobility (SRDF/DM):** Provides for the transfer of a Symmetrix production data device to a secondary site Symmetrix data device that can be at any distance, permitting information to be periodically mirrored for disaster restart, information sharing for decision support or data warehousing activities, or for data migration.



SRDF/Extended Distance Protection—Zero Data Loss, Asynchronous Replication SRDF/EDP enables you to achieve no data loss at an out-of-region site at lower cost.

EMC SRDF ADD-ON OPTIONS

- **SRDF/Extended Distance Protection (SRDF/EDP):** Enables you to achieve no data loss at an out-of-region site at lower cost. This new two-site disaster restart solution uses the cascaded SRDF model of operation, combined with the use of the new driveless R21 device in the intermediate site, allowing the intermediate site to provide data pass-through to the out-of-region site.

- **SRDF/Star:** Enables resumption of SRDF/A with no data loss between two remaining sites, providing continuous remote data mirroring and preserving disaster-restart capabilities. It offers a combination of continuous protection, changed-data resynchronization, and enterprise consistency between two remaining sites in the event of the workload site going offline due to a site failure, fault, or disaster event.
- **SRDF/Automated Replication (SRDF/AR):** Enables rapid disaster restart over any distance with a two-site, single-hop option using SRDF/DM in combination with TimeFinder, or a three-site, multi-hop option used in combination with SRDF/S, SRDF/DM, and TimeFinder.
- **SRDF/Cluster Enabler (SRDF/CE):** Enables automated or semi-automated site failover using SRDF/S or SRDF/A with Microsoft Failover Clusters. SRDF/CE allows Windows Server 2003 and Windows Server 2008 Enterprise and Datacenter editions running Microsoft Failover Clusters to operate across a single pair of SRDF-connected Symmetrix arrays as geographically distributed clusters.
- **SRDF/Consistency Groups (SRDF/CG):** Provided at no additional cost, SRDF/CG ensures application dependent-write consistency of the application data being remotely mirrored by SRDF in the event of a rolling disaster—across multiple Symmetrix systems or across multiple devices within a Symmetrix—providing for a business point of consistency for remote-site disaster restart for all identified applications associated with a business function.

INFORMATION MOBILITY AND MIGRATION

Symmetrix VMAX series enables online data mobility and migration while minimizing complexity and disruption. Move data between storage tiers, platforms, and sites—quickly, efficiently, and without disruption. The Symmetrix Migrator package is a suite of mobility and migration solutions that provide organizations with choice and flexibility to use the right tool at the right time, to deliver the right service level:

- **Federated Live Migration:** Eliminates the complexities of host-based or SAN-based migration strategies by leveraging the intelligence of the arrays themselves, affording the first and only truly non-disruptive migration solution—one that does not require “insertion” or addition of new hardware or software to the organization’s SAN or hosts and supports combinations of migrating thick-to-thick, thick-to-thin, and thin-to-thin data, as well as consolidating multiple systems onto one Symmetrix system.
- **EMC Open Replicator for Symmetrix:** Enables both data mobility and data migration to and from Symmetrix and other heterogeneous arrays in a number of sophisticated configurations.
- **EMC z/OS Migrator:** Enables host (mainframe) migrations from any vendor’s storage array to Symmetrix without any application downtime or disruption to business continuity readiness.
- **EMC Open Migrator/LM:** Provides host-based, non-disruptive data migration/data mobility—at the volume level—for Microsoft Windows, LINUX, and UNIX servers.
- **SRDF/Data Mobility:** Delivers high-performance, array-based data mobility and migration of data from one Symmetrix to another Symmetrix anywhere in the world.

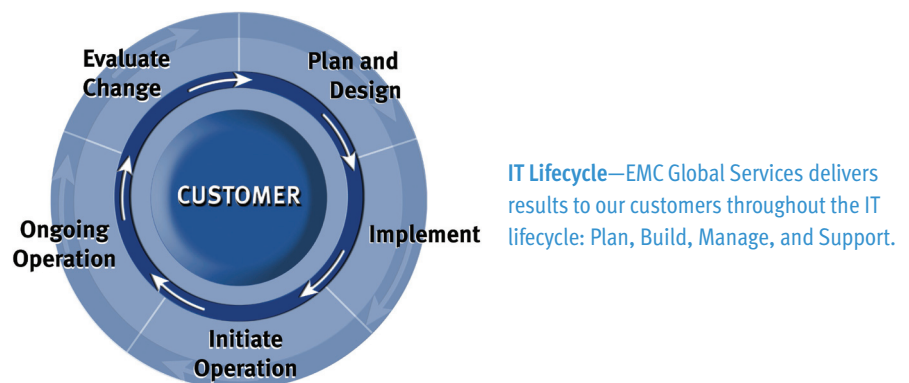
If you prefer to have assistance performing your mobility or migration operations, you can engage EMC Global Services. EMC Total Migrator service offering automates migration planning with event management, migration methodologies, and auditing to streamline migrations and reduce risk. EMC E-Lab™ Advisor provides online remediation and validation, including health, EOL/EOSL, and compatibility checks against E-Lab’s ESM and migration best practices.

EXTEND SYMMETRIX VMAX SERIES VALUE THROUGHOUT YOUR ENTERPRISE

All Symmetrix VMAX systems can, when combined with EMC Connectrix® Fibre Channel directors or switches, and/or EMC Celerra® Gateways, form the backbone of powerful, virtually unlimited storage area networks (SANs) and network-attached storage (NAS) infrastructures. You can link, manage, share, and protect all of your enterprise-wide information resources, regardless of geography, connectivity, or information-type, and apply those resources to your most-pressing business and service-level challenges. And by virtue of EMC's extensive interoperability testing—the most complete and comprehensive in the industry—you can do so with the confidence that everything will work together in one unified EMC information infrastructure.

MAXIMIZE SYMMETRIX VMAX SERIES BENEFITS WITH EMC GLOBAL SERVICES

EMC delivers a full complement of services for EMC Symmetrix VMAX system hardware and software to ensure that your Symmetrix VMAX system performs as expected in your environment, while minimizing risk to your business and budget. Expert planning, design, and implementation services help you quickly realize the value of your hardware and software in your environment, no matter how simple or complex. After implementation, EMC's data migration services can help you plan, design, and safely migrate your critical data over any distance to your new system. EMC will also help you integrate your new system into your information architecture and applications, such as Microsoft Exchange and SQL, Oracle databases and applications, and SAP, and manage your new environment when it is complete. Extensively trained professional services personnel and project management teams, leveraging EMC's extensive storage deployment best practices and guided by our proven methodology, accelerate the business results you need without straining the resources you have.



EMC GLOBAL SERVICES FOR THE IT LIFECYCLE

EMC Global Services delivers results to our customers throughout the IT lifecycle: Plan, Build, Manage, and Support. Strategic information and storage consulting services from EMC Consulting help companies achieve the maximum value from their information, at the lowest total cost, at every point in the information lifecycle. EMC Technology Solutions professionals deliver product-specific point solutions in addition to comprehensive custom planning, design, implementation, and integration services for EMC technology—everything from consolidation of your current resources to a transformation of your environment to achieve information lifecycle management. EMC Customer Service—six-time winner of the SSPA STAR Award for outstanding mission-critical support—helps you keep your information available 24x7 with an array of services available whenever, wherever, and however you need them. Our eServices capabilities and remote support offerings mean support is just

a call or click away. And, EMC Education Services drives the value of your investment with a comprehensive training and certification program that assesses your current knowledge, develops and delivers a personalized training plan and curriculum, and finally, validates your knowledge and expertise through certification exams.

Symmetrix VMAX systems come standard with a three-year, 24x7, onsite warranty on hardware, and the Enginuity storage operating environment has a 90-day warranty on software.* Warranties can be extended with an EMC Service Agreement.

*Warranties may vary outside the United States. Contact your EMC representative for local warranty and service terms and conditions.

CONTACT US

For more information on the uncompromising performance, unequaled functionality, and exceptional economics offered by the EMC Symmetrix VMAX series of high-end networked storage systems, contact your EMC sales representative or authorized EMC value-added systems integrator. You can also visit our website at www.EMC.com.

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