

First Call Support for EMC

Your single point of contact for full lifecycle support



Today's mission-critical business applications demand zero downtime, scale-out storage and data protection across the consolidated, virtualized environment. Pivot Technology Services First Call Support for EMC is your single point of contact for full lifecycle support. Achieve 24-hour availability, manage data growth, protect business functions and run analytics to become a more predictive organization. Pivot is familiar with your environment and will help you reach your business objectives.

Any time, any day

Regardless of where you purchased your EMC products, call Pivot at any time, any day of the week, to speak directly to a certified engineer who will diagnose and troubleshoot the problem or facilitate seamless escalation as appropriate. We don't consider the problem resolved until you are completely satisfied. In fact, we utilize an ITIL-based system to track client assets and seamlessly manage maintenance and support agreements.

More than a Service Desk

The increasing complexity of today's data center requires dedicated operational resources. Allocating the majority of your IT budget to management, maintenance and support means that innovation falls short. Pivot EMC First Call support frees your IT staff from the tedious and time-consuming troubleshooting and problem resolution processes to focus on new initiatives to drive business. More than a service desk, Pivot has deep industry knowledge and understanding of your unique IT infrastructure. We take support beyond remediation to advise you on upgrades and new products that will better serve you now and in the future.

Pivot provides First Call support for the following EMC solutions

- Data Domain
- Avamar
- VNX
- RecoverPoint
- Isilon

Pivot's EMC service infrastructure includes

- 24x7 support
- Centralized call center
- 99% customer satisfaction rate
- 98%+ problem resolution rate without escalation
- Dedicated support contact
- Single number for support
- Faster response times
- Escalation support and management process
- Contract administration process



An EMC Expert

Pivot is the only EMC partner in the U.S. authorized to offer First Call support. Our engineers and technicians have the training, certifications and field experience to deliver comprehensive services from implementation to technical support. Pivot holds the following EMC solution area certifications:

- VNX/VNXe
- xtremIO
- Converged (VCE and VSPEX BLUE)
- SYMM/VMAX
- BRS
- RSA
- Connectrix
- Avamar
- Network
- Data Domain
- RecoverPoint
- Isilon

Pivot Technology Solutions is the solutions integrator of choice for enterprise companies needing a technology partner that easily transitions from the strategy of the executive suite to the operations of the data center.



Why PTS?

Pivot, through its portfolio companies, designs, sells, integrates and supports IT solutions—including hardware, maintenance and support—engaging clients in all aspects of their IT Lifecycle Management.



**Integrated Data
Center Solutions**



**Desktop, Mobile
Computing & Collaboration**



**Managed Services
& IT Operations**



**Public, Private &
Hybrid Cloud**



**Application Infrastructure
Solutions**



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