

VCE CUSTOMER VALUE PROGRAM

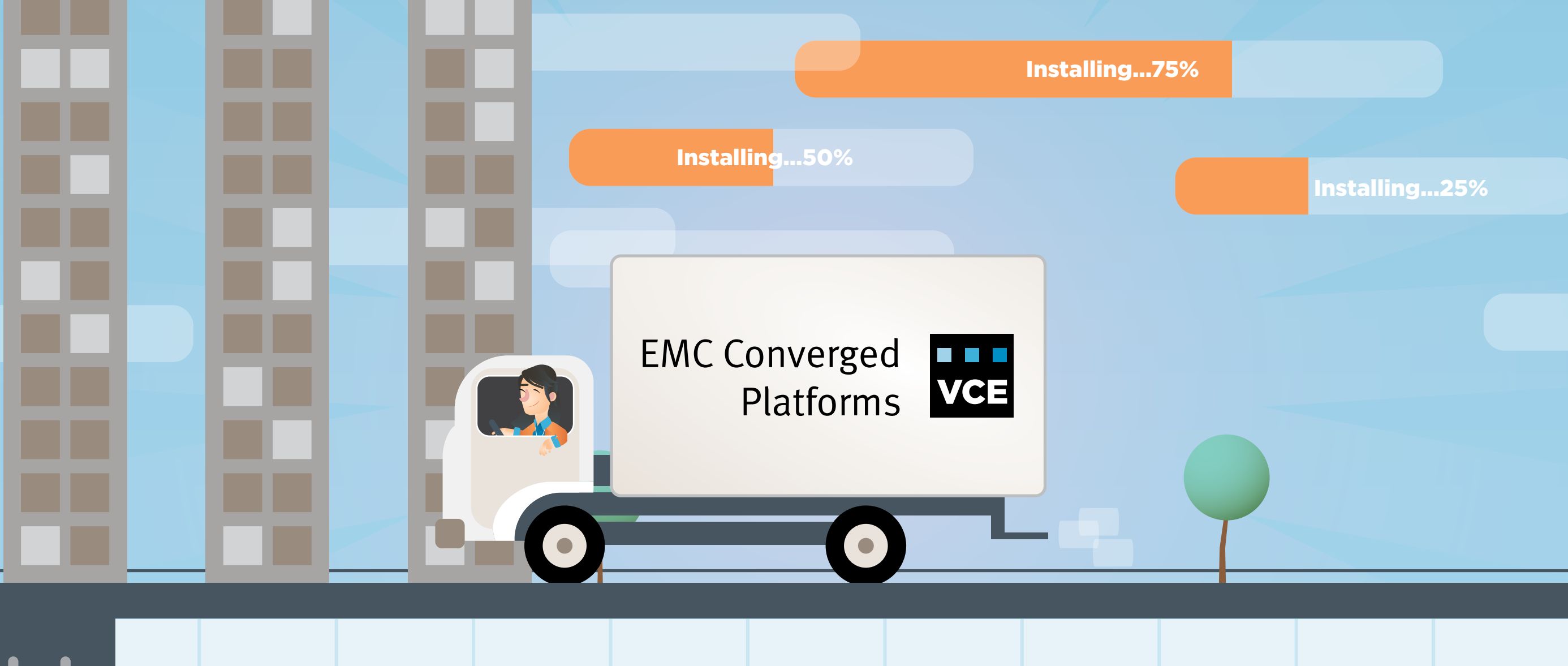
Providing the Foundation to Help Customers Maximize Business Value

To help you get from point A to point B—in this case, from initial implementation to maximum business value throughout the life of your VCE system—we have developed a Customer Value Program for your converged infrastructure (CI) and hyper-converged infrastructure (HCI) solutions. Beginning with the year-one process, we provide you with training for managers and operators, best operating practices, and the tools, guidance, and services to help you achieve measurable improvements in speed to market, simplicity, availability, and operating expenses.



THE WORLD'S MARKET LEADER IN CONVERGED INFRASTRUCTURE SOLUTIONS LEADS THE WAY TO CI ADOPTION

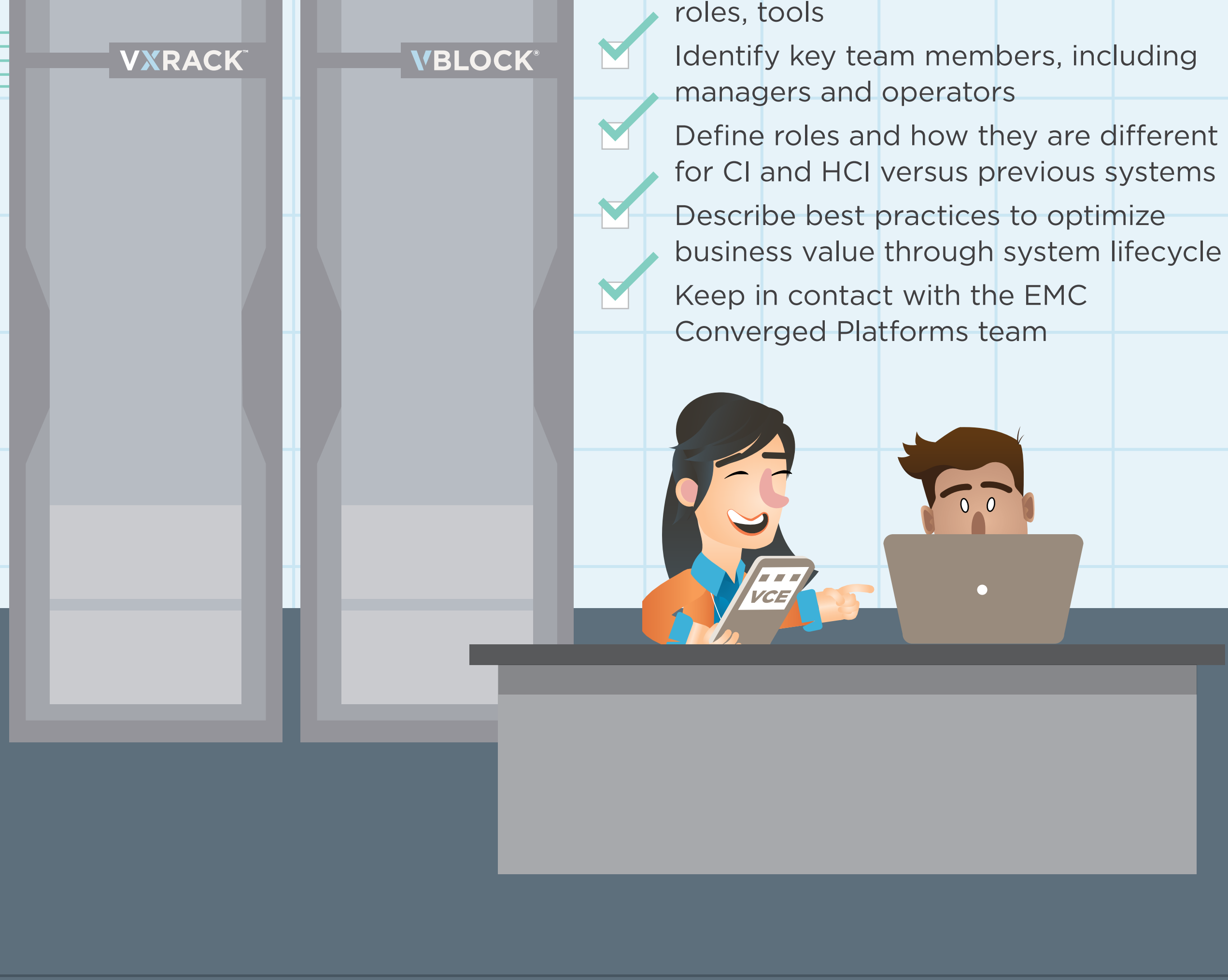
- Our Systems Are:**
- **Engineered as one** with architectural standards and specs that simplify the data center and are the foundation for a more efficiently sustained infrastructure
 - **Manufactured as one**, ISO-certified, pre-tested, pre-validated, and delivered to you from the factory, ready to run applications within days of delivery
 - **Managed as one** with a single object view of converged infrastructure, streamlining health checks and operations
 - **Supported as one** system, reducing support calls and time to resolution
 - **Sustained as one** with a codified Release Certification Matrix to simplify and improve lifecycle system assurance, security, and integrity



1-3 Months

Deployment and Implementation Phase

First, with a 45-day buildout, you'll be up and running—ready to identify team members, define roles, and keep in contact with the dedicated VCE Vblock® Systems team.



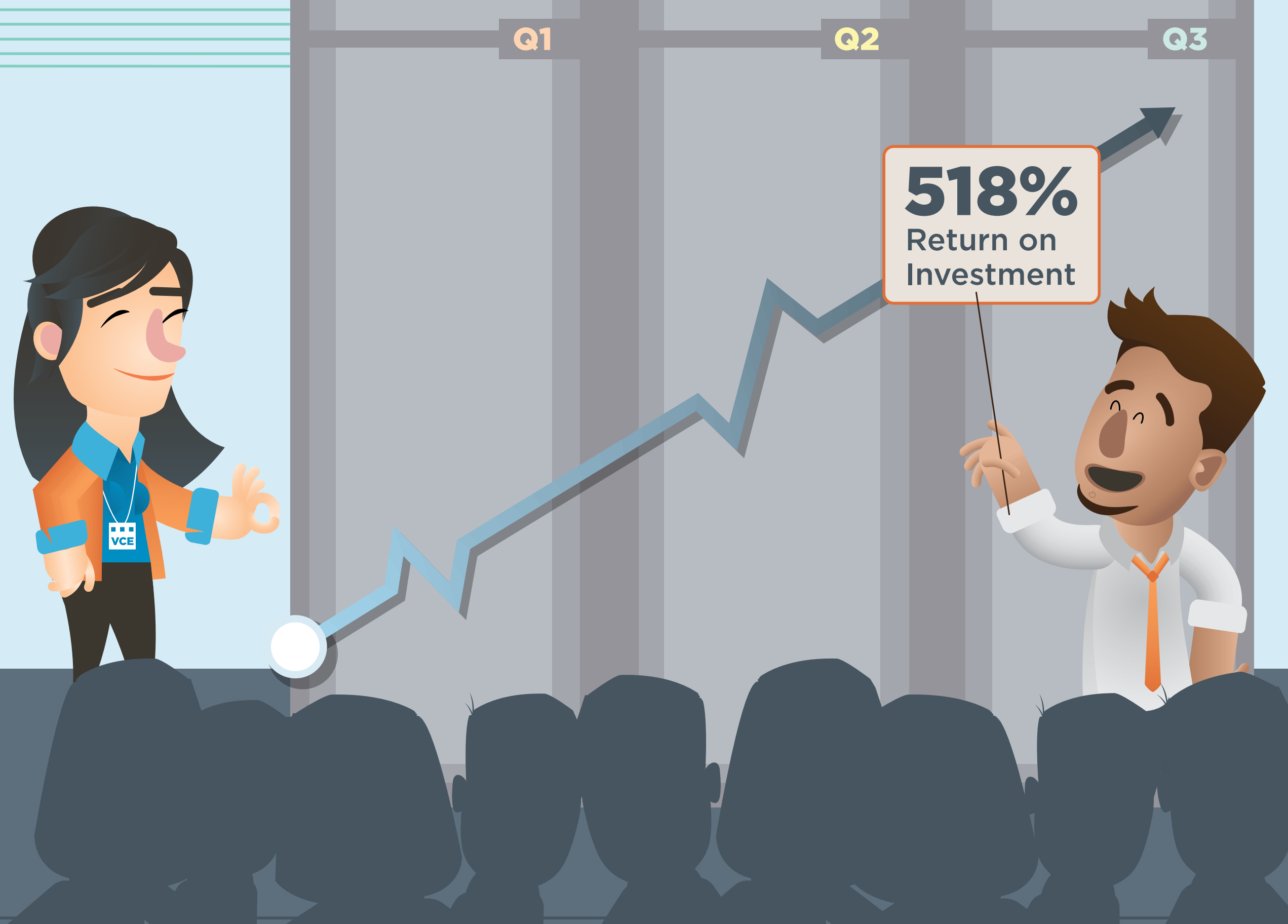
VCE Onboarding Service
A dedicated technical consultant will help you develop skills in system administration and maintenance methodology for system integrity and improved management of your VCE CI system.

VCE Residency Service
A VCE Resident focuses on your specific needs and can provide on-site, day-to-day technical support and specific operational advice to get the most from your VCE systems.

4-6 Months

Using Best Practices

Continue to use the best practices provided at the start, while we work with your teams to understand and manage the CI and HCI. At about the 6-month mark, you're ready for your first system software upgrade. Use the Release on Implementation Matrix—pre-tested and updates in order to limit the risk of disruption to continuous operations and improve your security posture.



7-12 Months

Assess Your Business Value Metrics

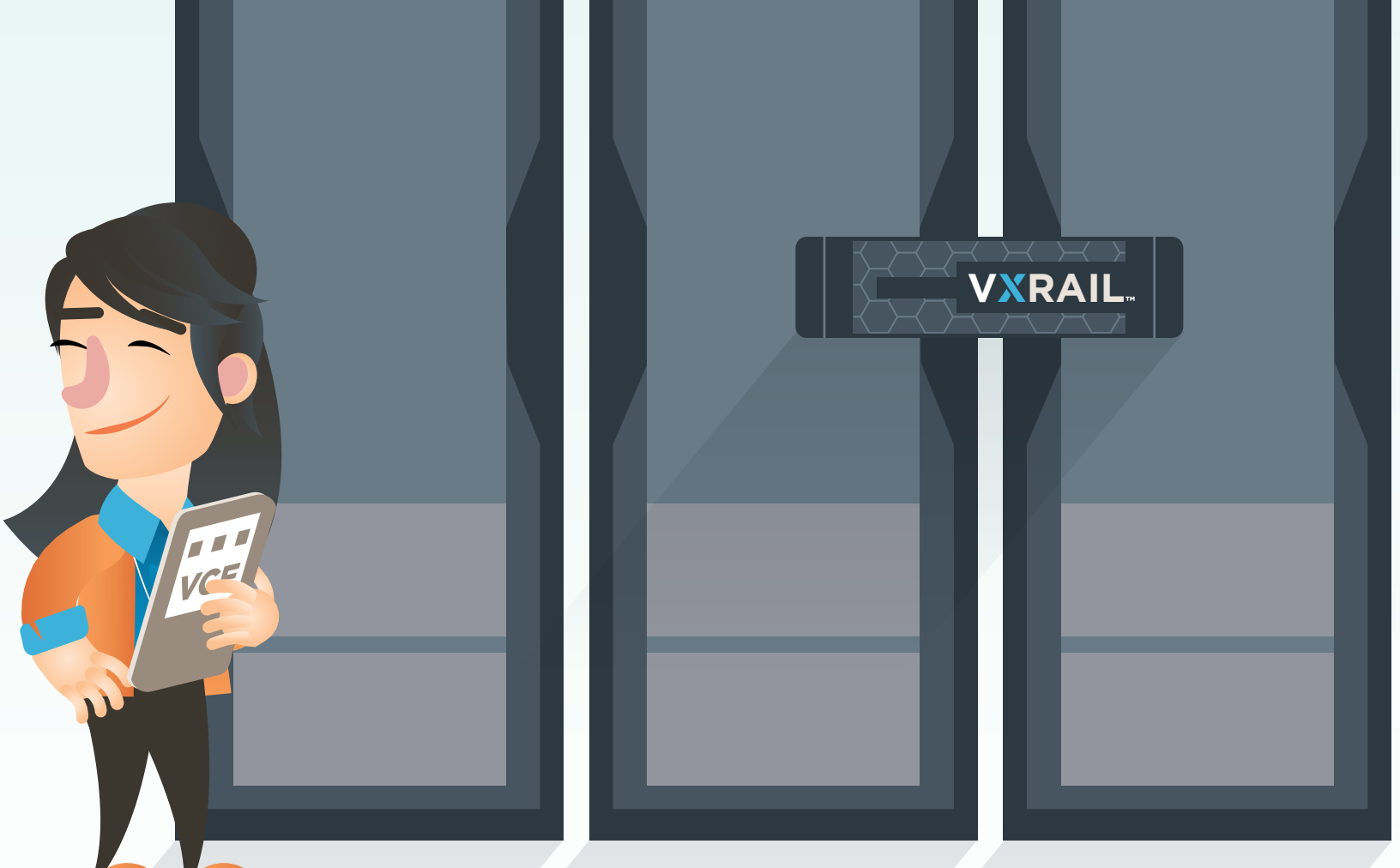
VCE will provide templates and best practices for measuring your progress versus your pre-VCE baselines.



Stellar Support

VCE offers one company support to resolve problems for all aspects of your VCE system. That means you will no longer need to reach out to multiple providers to identify and resolve problems. Customer surveys indicate over 90% satisfaction with VCE support services and 61% faster time to resolution—That is world-class support service.

Move to the Modern Data Center



Experience the most from your converged and hyper-converged infrastructure with the VCE Customer Value Program.

[SEE HOW](#)

Source: IDC White Paper, sponsored by VCE, "The Business Value of VCE Vblock Systems: Leveraging Convergence to Drive Business Agility," May 2015.

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EMC Converged Platforms **VCE**