EMC D6 Documentum Client for Outlook Initial Deployment Program

1. Introduction
This document provides an overview of, and requirements for participation in the EMC Documentum Client for Outlook D6 Initial Deployment Program (D6 DCO IDP).

We are seeking current EMC customers and partners to participate in the IDP. The qualified participants must be planning a production deployment of D6 DCO. In addition to gaining the assistance of a cross organizational EMC team, you will have direct input into the direction of future releases of DCO. Participants will be asked to provide specific deliverables and feedback throughout the duration of the program to ensure successful deployments within the time window of the program.

After the successful completion of the IDP you will be asked to fill out a survey, so we can determine how well the goals and expectations were met for your deployment.

Please review the requirements and IDP schedule, contained in this document. If you are selected for participation in this program, you are agreeing to the requirements set forth in this document.

Applying for participation DOES NOT automatically qualify you for program participation. Applications will be reviewed and participants selected based on their match with the program goals.

The program application deadline is **February 8, 2008**. The participant **selection will be finalized by February 15, 2008**. If you have any questions regarding this application and/or the IDP, please send your questions to deployment_programs@emc.com.

2. EMC Documentum Client for Outlook Overview
The EMC Documentum Client for Outlook blends the convenience of the Microsoft Outlook interface with the power of Documentum Enterprise Content Management (ECM). Outlook users can realize immediate productivity gains with simple features such as document checkin/checkout and versioning while gaining access to the complete range of Documentum document management capabilities. Users can archive e-mail and associated attachments into Documentum folders governed by corporate retention policies, while leveraging the industry's most secure and flexible content repository.

Version D6
The next generation of DCO (D6) has been re-architected to leverage a "native"

MS Outlook user experience and data structure, and significant investments have been made in the following areas:

Native MS Outlook User Experience
• Extend familiar Outlook experience to ECM
• Menus, Toolbars, Search, PST Infrastructure
• Integration with preview (reading) pane
• Checkin/Checkout content from Outlook
• Easily attach repository content –
      • As Outlook attachment
      • As link

Offline support
• Provide offline access to repository content (documents and email)
• Scheduled / Manual content synchronization
• Synchronize offline work with the content repository with conflict resolution.
      • Conflict type grouping
      • Change action control

Common Folder Model
• Save and store emails to repository
• Full access to Documentum Data Dictionary
• 1-Step "Send & Save" –
      • Save attachments or email into the content repository when sending an email

3. Initial Deployment Program Overview
The primary goal of this program is to enable EMC customers and partners to accelerate their D6 DCO deployments. A secondary goal is to generate references that can be used to encourage others to deploy these products. In order to achieve these goals, EMC is providing the following:

• An IDP team dedicated to support participants
• Visibility into the D6 DCO release during the planning phase of the program
• A 'Rapid Response' window during which a team of Product and Support engineers will provide quick turnaround for deployment questions, issues and where necessary, hot fixes for defects in the products reported during the program

The D6 DCO product deployments must meet a critical business need. Pre-agreed-to reference activities will be required upon the completion of a successful deployment. The planned deployment must have a scope and timeline that falls in the April - July 2008 timeframe.

There is no cost to participate in this program, other than the participants' own cost for software and their deployment activities.

IDP Tiers
There are four tiers of participation. The tiers correspond to the level of participant commitment, support levels received from EMC, and resources required to ensure successful deployments.

Premier Tier
• Limited to a small number of highly qualified participants

• Deployment closely meets the criteria and deployment window as outlined in this application

• Participants agree to all activities and deliverables outlined in this application. Ability to provide reference activities upon a successful deployment is highly desirable, and will be taken into consideration during the selection process.

This tier receives:
• Highest level of support from the EMC IDP team for Support service requests and issues logged

• High priority in meetings

• eRoom peer collaboration

Standard Tier
• Limited number of participants, but greater number than in the Premier Tier

• Deployment generally meets the criteria and deployment window outlined in this application

• Participants strongly encouraged to participate in the activities and deliverables outlined in this application

This tier receives:
• Support from the EMC team after Premier Tier commitment has been fulfilled, if necessary to differentiate. (Historically, it has not been an issue for the EMC team to support both Premier and Standard tiers at an equally high level of responsiveness.)

• Participation in IDP meetings with the ability to engage in discussions only as time permits

• eRoom peer collaboration

Partner Tier
• Open to technology partners and systems integrators not actively working with a customer on a DCO deployment

This tier receives:
• Support from EMC team after commitment to Premier and Standard tiers has been met

• eRoom peer collaboration

Read-Only Tier
• Undefined number of participants

• Includes customers and partners who are minimally qualified but would gain benefit from participation in the IDP

• Participants do not need to agree to all the activities and deliverables outlined in this application

This tier receives:
• Read-only access to the eRoom, including the Issue Tracker

• Access to program activities (meetings, trainings)

Participation Requirements
• Participants must be existing customers, partners or EMC employees

• The targeted application must accommodate a critical business need

• Customer management must support the program

• Goals for the deployment must be clearly established

• Participants must make the level of time and resource commitment for the designated tier

• Participants must ensure that the features and functionality planned for their deployment can be accommodated by the D6 DCO product release

• Participants must have sufficient experience with EMC Documentum products. **The IDP is intended to supplement, not replace expertise required for deployment**. If necessary, participants may need to engage consulting

assistance - **this is not provided through the program**.

• Participants must identify an EMC Documentum champion within their organization

• The deployment must have a clearly defined plan and scope to be completed prior to program execution

• Participants must agree to complete an evaluation survey at the end of the program

• Participants must agree to reference requirements as outlined in this agreement
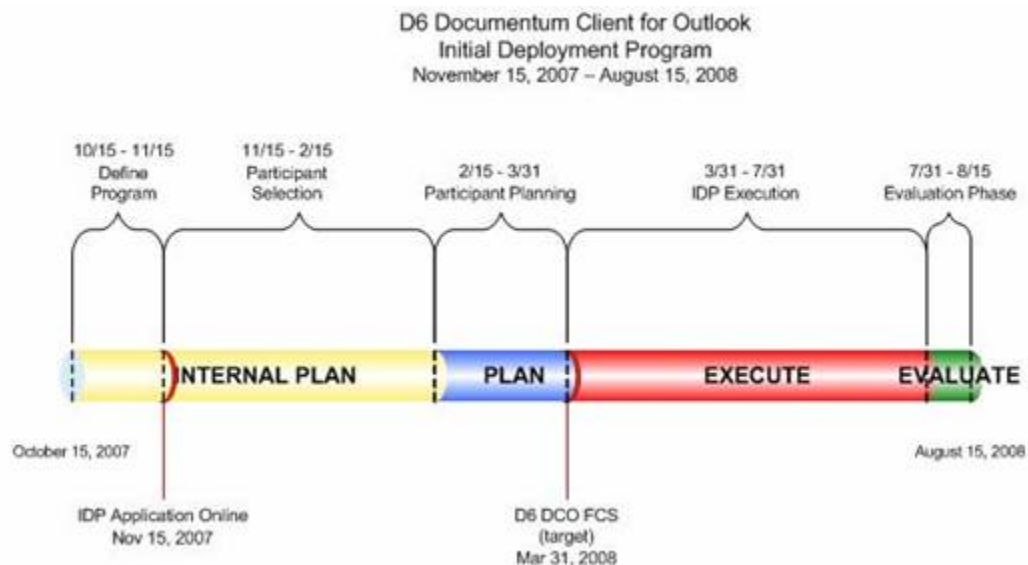
Participant Benefits
Initial Deployment Program participants will receive the following benefits:

• Increased assistance to achieve early, successful deployments
• Reduced time and, therefore, cost to deploy
• Direct feedback into EMC to influence future products, documentation, training and services
• Development of repeatable, scalable success formulas for future EMC deployments

Initial Deployment Program Timeline
The D6 DCO Initial Deployment Program will run for a period of 5.5 months with the Participant Planning phase beginning in mid-February 2008 and the Execution phase lasting 4 months from April through July 2008. A brief evaluation phase will follow execution.

D6 Documentum Client for Outlook
Initial Deployment Program
November 15, 2007 – August 15, 2008

| 10/15 - 11/15 Define Program | 11/15 - 2/15 Participant Selection | 2/15 - 3/31 Participant Planning | 3/31 - 7/31 IDP Execution | 7/31 - 8/15 Evaluation Phase |

INTERNAL PLAN   PLAN   EXECUTE   EVALUATE

October 15, 2007   August 15, 2008

IDP Application Online
Nov 15, 2007

D6 DCO FCS
(target)
Mar 31, 2008

4. IDP Activities
Planning Activities
During the deployment planning period, EMC will provide:

• Visibility into the D6 DCO product release

• IDP eRoom to:
==> Collaborate with the IDP team and other participants
==> Monitor questions and issues
==> Make templates for deliverables available

During the planning phase, Premier and Standard Tier participants will provide the following information regarding their planned deployments:

• Deployment plan and overview

• Deployment schedule, including major milestone dates for deployments

Execution Activities
Deployment execution will begin in April 2008, following the FCS release of D6 DCO, currently targeted for Q1 2008. The IDP eRoom will be used for all general activities including:

• Collaborating with the EMC IDP team and other participants

• Providing meeting, program, and product information

• Logging and resolving issues and questions in the issue tracker

• Participating in polls and surveys

Weekly program meetings are currently targeted for Tuesdays at 8:00 am Pacific Time. Participants will:

• Attend weekly meetings to discuss deployment status, any blocking or other issues of concern, and gain information from the IDP team

• Submit brief weekly status reports one day prior to the weekly meeting to allow the IDP team to research any issues that may be discussed in the meeting

• Report on deployment milestones

The weekly meetings will focus on resolving blocking issues and priority discussion items. Where time permits, meetings will provide a forum for collaboration between participants who may share the same issues, concerns or solutions.

The following process is for issue tracking and resolution in the IDP:

• Participants will log Support Service Requests (SRs) via the EMC Powerlink website for all potential product defects, technical questions and feature requests

• Questions regarding product roadmaps and product futures can be logged directly into the eRoom

==> If an SR is deemed to be a blocking issue, e.g., impediment to deployment, participants will log an eRoom issue and reference the SR number in the eRoom Issue Tracker. This will allow the Customer Program Manager to gain visibility into this high priority issue, and help bring together appropriate parties to resolve the issue.
==> If the blocking issue is urgent, participants may also contact the Customer Program Manager directly to expedite resolution
==> The IDP team will review each blocking issue and work with participants toward resolution
==> Hot fixes will be provided where determined necessary

Rapid Response Window
During the 4 month IDP execution period, EMC will provide dedicated Support and Product engineers to reproduce and fix bugs in a rapid turnaround window (rapid response window). For Showstopper and High priority issues, Product engineers will be brought in within a 24 hour window to begin working on them.

Evaluation Activities
During the evaluation phase, participants will:

• Complete a final survey that will include feedback on:
==> Product quality and deployability
==> Benefits of program
==> Prioritizing of feature requests
==> Success of your deployment

• Perform the reference activities agreed to in the submitted application

If a service pack is required to resolve issues, participants will upgrade their IDP deployment to that release when it becomes available.

5. Reference Requirements

Participants whose program work results in satisfactory deployments are strongly encouraged to engage in one or more reference activities, which are coordinated by our "Studio D" Customer Leverage group. **It is mandatory for Premier Tier participants to engage in at least one reference activity**. Points awarded within the Studio D program can be redeemed for special benefits, such as passes to the Momentum conferences, training credits, gift items, or donations to various charities. **Preference in applicant selection will be given to those most able to commit to reference participation activities**.

• Company name/logo usage

• Customer quote

• PowerPoint slide usage in presentations

• Analyst reference calls

• Press releases

• Sales reference calls

• Product Advisory Forum participation

• Conference presentations

• Success stories

• Hosting customer site visits

• Case studies

• Advertisement / brochure participations

Please go to http://studiod.documentum.com for more information about the Studio D program.

6. Joint Commitment

To ensure a successful IDP, the schedule must be executed in a correct and timely manner. This requires a commitment from all IDP participants: EMC IDP team, customers, vendors and system integrator partners.

EMC Commitment

EMC will provide a D6 DCO IDP team to perform the activities outlined in this document.

Participant Commitment
Participants will commit to dedicate a deployment team to perform the activities outlined in this document.

Minimum Requirements for Continued Participation
It is expected that requests for participation in the IDP will exceed what can be adequately supported in the program. **Submission of this application does not guarantee your selection or involvement**.

Subsequent to IDP participant selection, EMC reserves the right to drop any participant from the program who does not meet the following minimum requirements at any time during the program:

• Dedicate adequate and sufficiently trained resources to accomplish program specific goals

• Provide the appropriate site, hardware and software requirements necessary to engage in deployment activities

• Provide a representative to attend all conference calls and submit weekly status reports. If extenuating circumstances prevent meeting attendance, the participant must provide the status report. Advance notice to the Customer Program Manager is expected if a participant cannot attend the weekly meeting.

Please use below link to register for the D6 DCO IDP:

http://www.emcsurveys.com/se.ashx?s=5A1E27D2344D2089