



## First Call

### Sigma provides First Call support for the following EMC solutions

- Data Domain
- Avamar
- VNX
- RecoverPoint

### Sigma's EMC service infrastructure includes

- 24x7 pre- and post-sale support
- Centralized call center
- Escalation support and management process
- Contract administration process
- Design/demo and problem re-creation labs

# First Call Support for EMC

Today's mission-critical business applications demand zero downtime, scale-out storage and data protection across the consolidated, virtualized environment. Sigma Solutions 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. Sigma is familiar with your environment and will help you reach your business objectives.

Regardless of where you purchased your EMC products, call Sigma 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. Sigma 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, Sigma 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.

### An EMC Expert

Sigma is one of the exclusive EMC partners 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. Sigma holds the following specialist-level EMC certifications:

- VNX Technical Architect
- SYMM/VMAX Solutions Technical Architect
- BRS Technical Architect
- Avamar
- Networker
- Data Domain
- VNX IE
- RecoverPoint
- Isilon

Sigma 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. To learn more about Sigma Solutions as a First Call support partner for EMC, please visit [sigmasol.com](http://sigmasol.com) or call toll free 888.895.0495.