

EMC Developer Support for Content Management

Accelerate your EMC content management development cycle

EMC Developer Support is a supplemental option that can be added to the EMC Software Priority Support or Basic Support for Content Management programs.

The Big Picture

- Short-term, ad hoc, on demand, remote expertise
- Expert development, customization, and integration advice for EMC content management solutions
- Remote development expertise saves time and eliminates travel expense

Access timely, expert support—conveniently packaged

With EMC Developer Support, your developers and integrators can get the technical help they need when they need it most. Developer Support decreases the need for on-the-job-training and eliminates the time and expense of bringing a consultant onsite to help with your development problem. For assistance in coding, customization, and integration, you get direct access to EMC development experts.

Developer Support is conveniently packaged. Your organization purchases a “bank of hours” that can be used throughout the year as needed. Alternatively, you can purchase smaller, hourly packages for short-term needs to be used within a 30-day period. So when you need assistance, there are no delays—all the procurement paperwork is behind you.

Make your development team more productive

Our customization experts have the knowledge, experience, and access to resources that can help expedite your development and customization projects and enhance productivity. You can rely on them for timely advice on EMC content management solutions and on related APIs. Backed by an extensive internal knowledge base, these experts can also suggest technical tips and code modules that will facilitate your development process.

EMC Developer Support can help your project development team evaluate code and make recommendations for better coding solutions, which are based on best practices and the latest development standards shared among other EMC software experts. We can also help you avoid the high costs and pitfalls resulting from implementing unproven development methodologies.

Remote short-term consulting

Whether you have an in-house development team or work with an EMC partner, integrator, or consultant, you can arrange to have any project team member receive Developer Support throughout the life of your project. You can also use your Developer Support hours to schedule remote reviews with a designated EMC content management Development Support Engineer. This saves the time and expense of onsite assistance for short-term project milestones and architecture or code reviews.

Project support

Developer Support enables you to resolve customization-related questions and problems that fall outside the scope of your Basic Support or Priority Support program. Typically, Developer Support issues are limited to no more than sixteen hours per incident and include topics such as:

- Assistance in creating or debugging custom code or applications
- Information on the usage and best practices of content management development tools including WDK, DFC, APIs, and methods
- Walk-through and clarification of documented components, tutorials, and examples
- Recommendations for optimal and efficient use of content management and APIs

A range of support levels to meet your needs

EMC delivers a comprehensive line of support offerings that provide flexibility and choice. Customers first purchase a base support program—Priority Support or Basic Support for Content Management. Supplemental options and advanced features then can be added to meet individual business needs. While some supplemental options require Priority Support as a prerequisite, Developer Support is available to Basic Support customers as well.

Take the next step

To learn more about EMC Software Developer Support or to purchase or renew an annual support contract, visit us online at <http://software.emc.com>. You may also contact your EMC Account Manager or your Software Maintenance Renewals representative at:

U.S.

Phone: 1-800-607-9546

E-mail: ESG_Renewals_Content@emc.com

Outside U.S.

Phone: +353 (0)21 48 79 863

E-mail: EMEA_Maintenance_Renewals@emc.com



EMC Corporation
Hopkinton
Massachusetts
01748-9103

1-508-435-1000
In North America 1-866-464-7381

EMC², EMC, and where information lives are trademarks of EMC Corporation. All other trademarks used herein are the property of their respective owners.

© Copyright 2006 EMC Corporation.
All rights reserved. Published in the USA. 10/06

Data Sheet
S10301006V6
Part Number: 300-003-124-A03