



EMC scales up to meet global demand with SolveIT's innovative technology

In a snapshot:

Client:

EMC Corporation

Business Issue:

Automate booking of machines and offer scalability in configurations.

SolveIT's Solution:

Custom Software Development, CustomView™ eIntegrate module.

Business Result:

300% increase in solution offerings, 200% rise in system configurations.

Company Background

EMC Corporation is a world-wide leader in data storage and protection. Headquartered in Massachusetts, EMC has about 38,000 employees worldwide and has over 400 sales offices in more than 60 countries.

Business Issue

EMC was looking to build an automated solution that would take care of booking and scheduling machine times that were used to train employees and partners. They were also looking to increase scalability in the number of machine configurations offered to training. Until we offered a solution, the booking was done manually which led to the following issues:

- Resources were tied up trying to book and schedule times for employees while the resource could be utilized on core business issues.
- Lack of management of configuration times resulted in cancellations and rebooking.

Additional challenges faced:

- Increase service offerings to employees as well as partners.
- Wanted optimal utilization of EMC's infrastructure.
- Inability to have resources concentrate on core business issues.
- Inability to extend global service.

SolveIT's Solutions:

- Implemented Custom Software development to automate and manage Infrastructure.
- Implemented secure logon using CustomView™ eIntegrate module that integrated with the existing portal.
- Went beyond the scope of the project to generate reports using the logon functions to understand the demands of configurations that presented a whole array of data pertaining to customer demand, market growth, and new revenue opportunities.

Business Results:

- Registered a 300% increase in solution offerings to employees and partners.
- Managed to launch the process on a global scale that spreads across Europe, Asia-Pacific and Latin American regions.
- System configurations rose 200% and managed effective utilization of the machines.
- Enabled to serve global customers at a faster rate.
- Achieved optimal resource allocation to concentrate on core business process.

If you think SolveIT can assist you in anyway possible, Visit us (www.solveitcorp.com).

“SolveIT is more personal than other firms that we have dealt with in the past. They offer a quicker time to market and are extremely responsive to our needs.” - Roger Dupuis, Senior Manager, EMC Training