



Life-like simulations of EMC's products – How training just got efficient and exciting

### In a snapshot:

#### Client:

EMC Corporation

#### Business Issue:

Free up hardware resources and generate training simulations

#### SolveIT's Solution:

Java-based simulation,  
XML-based software solution

#### Business Result:

EMC effectively utilized the resources to concentrate on core competencies.

### 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 training its employees and its sales personnel on its four proprietary software products – 1. Replication Manager, 2. Navisphere, 3. Navisphere Express and 4. Control Center - that used its hardware resources. Since the hardware storage was stretched to encompass the training module, EMC wasn't able to entirely harness the infrastructure to better optimize its core competencies. Every time a demo or training was to be done, the infrastructure had to be built to support the demo/training. This resulted in the following:

- Missed sales opportunities since sales people had to wait for IT to set-up the infrastructure, which was time consuming.
- It was expensive to run the set-up/rebuild infrastructure to support training/demo.

### Other challenges faced:

- Using up hardware storage resources to train employees and sales persons.
- Unable to fully maximize its storage potential toward core business processes.
- Needed a solution that not only freed up hardware storage space but also wanted to capture the entire array of its current training methodology.
- Ability to have a real-time simulation that included scenarios and modules that the employees had to understand in order to better serve its customer.
- A standalone system that provided easy access and capture real-time simulation while devoid of using any hardware storage resources.

## SolveIT's Solution:

- Understood the complexity of EMC's system capacities and mapped interaction between the software products and the infrastructure.
- Came up with critical scenarios to gain thorough knowledge of the system.
- Went beyond the scope of the project to learn important concepts on the hardware side including fabric switching.
- Java-based simulation that came up with real-time scenarios that user could encounter.
- XML solution that took the user through discovery, creation, management, and provisioning of the storage environment.

## Business Results:

- Enabled the user to understand the products without having to use one too many resources that were utilized to concentrate on core businesses processes of EMC.
- Gave the users a customer's perspective, enabling them to serve the customers better.
- Captured numerous scenarios on a real-time basis that assisted in analyzing trends for sales personnel.
- Eliminated costly hardware settings that required considerable time and money.
- Able to install software on more than 500 users within the stipulated timeframe.

If you are interested and would like to hear further from us as to how we can help build your business, Visit us ([www.solveitcorp.com](http://www.solveitcorp.com)).

*"Customer responsiveness is a major strength. They go the extra mile – we may have a signed contract to do a specific project – SolveIT will still continue to make recommendations beyond the scope to make the project better. They have strong attention to detail and when changes happen on our end, something going out of scope or changing midstream – they are flexible to make it work."* - **Roger Dupuis, Senior Manager, EMC Training**