

Consistency, Continuity, and Confidence with EMS Support

10:1 Client-to-ACE Ratio Means Better Service

EMS understands the level of urgency and the costly setbacks associated with a service disruption. We offer expert front-line support services aimed at keeping your applications performing at optimal levels, so you can focus on strategic business initiatives.

EMS delivers a single point of contact for our clients. In addition to system integration, process consulting, managed services, and certified training expertise, we offer industry leading BMC Technical Support.

We are dedicated to providing customer satisfaction, accountability, and consistency. With a 10:1 client-to-Application Certified Engineer (ACE) ratio, EMS achieves quicker response time and issue resolution through flexible support plans focused on your particular business needs.

The EMS Client Support Center is housed in our corporate headquarters in Clearwater, Florida.

Working with EMS Support means that you benefit from the full strength of our knowledge base and personalized attention.

Experience the EMS Difference

- Dedicated Application Certified Engineer (ACE) - Your assigned ACE knows you, your current system, and your specific support needs.
- Dedicated 800-Support Line Call your ACE toll-free.
- Experienced BMC Engineers-Our engineering staff has been working with BMC Remedy since version 1.x.

With our combined real world experience, we already have answers to many common support problems and work collectively to resolve new issues with creative solutions.

EMS Support Web

In addition to calling our support line, you can check the status of your incident anytime through our customer support Web site. The site also provides a direct portal to BMC's knowledge base.

Your Choice of Three Support Plans

EMS Fast Track Support:

Provides aggressive SLA's to each of your service requests. Includes the following services:

- Email, web, and phone submissions
- New, temp, and purge license agreements
- Access to patches, white papers, and knowledge base articles
- For additional features, please contact EMS

EMS Continuous Support:

Includes all features of EMS Fast Track, plus provides 24 x7 Continuous Support.

EMS Custom Support:

EMS will work with you to develop a customized solution to fix your specific requirements, and can include not only support needs, but can also include Consulting Services and Education, to provide you with a package truly tailored to your business needs.

For more information on EMS Support Plans and Service Level Agreements, please visit our Web site at www.emscorporation.com or call (727) 447-3330.

WHY CHOOSE EMS SUPPORT SERVICES?

Global 24X7
Support
Coverage

10:1 Client-
to-ACE Ratio

Client Support
Center in
the U.S.

Bi-lingual
ACE
Support



Enterprise Management Solutions, Inc. (EMS), a leading systems integrator, specializes in the rapid and successful alignment of IT infrastructure with the strategic goals of business. EMS delivers Business Service Management (BSM) solutions to Global 1000 companies through process consulting, software development, technical education, managed services, and Level 1 Technical Support.

EMS certified consultants offer unparalleled experience in ITIL best practices and industry-leading project management standards. Using a proven methodology, EMS provides the solutions that strengthen existing IT investments and deliver increased business agility. Founded in 1999, EMS is a privately held corporation headquartered in Clearwater, Florida, with additional locations throughout North America.