



Interoperability by Design at Microsoft Partner Solution Case Study



Customer: EMC Corporation
Web Site: www.emc.com
www.emc.com/microsoft
Customer Size: 31,000
Country or Region: United States
Industry: Manufacturing--High tech

Customer Profile

EMC is a global provider of information infrastructure solutions that help customers effectively manage their information throughout its lifecycle. EMC has nearly 31,000 employees worldwide.

Software and Services

- Microsoft® Server Product Portfolio
 - Windows Server® 2003 Enterprise x64 Edition
 - Microsoft SQL Server™ 2005 Enterprise Edition (64-bit)
- Technologies
 - Open XML Formats

For more information about the Microsoft SQL Server performance lab, visit www.software.emc.com/MSintegration

For more information about interoperability at Microsoft, visit www.microsoft.com/interop

For more information about the Interop Vendor Alliance, please visit www.interopvendoralliance.org

For more information about other Microsoft customer successes, please visit: www.microsoft.com/casestudies

EMC Provides Scalable, Low-Cost Document Management with Diverse Data Stores

“Response times for transactions like importing and exporting documents are twice as fast on SQL Server 2005 than on SQL Server 2000. We’ve since won customers because of this work.”

Chris Che, Director of Performance Engineering, EMC Corporation

EMC Corporation helps enterprises manage their growing information volumes. EMC worked with Microsoft to demonstrate outstanding performance and scalability of the EMC® Documentum® enterprise content management platform on the Microsoft® SQL Server™ 2005 Enterprise Edition (64-bit) database running on Windows Server® 2003 Enterprise x64 Edition. Now, customers get lower-cost solutions and interoperability between Microsoft and other UNIX-based database vendors.

Business Needs

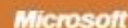
EMC Corporation of Hopkinton, Massachusetts, is a leading provider of information infrastructure solutions. It combines leading platforms, software, and services into high-value, low-risk solutions that help companies maximize the value of their information. EMC solutions can also help companies improve service levels, lower costs, achieve regulatory compliance, and safeguard information. The company has nearly 31,000 employees worldwide.

Customers have traditionally run the EMC

Documentum enterprise content management platform on UNIX-based databases because of the massive amount of content involved. “UNIX DBMS [database management system] is a very popular database platform for Documentum, but it’s also expensive for many customers, because of high software, hardware, and support costs,” says Chris Che, Director of Performance Engineering at EMC. Companies use Documentum to manage a heterogeneous mix of content—Microsoft® Office files, Adobe Acrobat files, images, diagrams, and other file types—and to



Interoperability by design.
Connecting people, data, and diverse systems.



provide easy access, version control, and rigorous security.

“Documentum has been integrated with Microsoft programs for years, but the Microsoft SQL Server™ database has not been a viable data storage repository for Documentum because of scalability and performance limitations,” explains Vishnu Badikol, performance engineer at EMC. This was a problem, because many customers wanted to take advantage of the cost efficiencies of Microsoft software and also wanted to connect their SQL Server databases to their UNIX-based enterprise resource planning (ERP) data sources.

“Our customers want flexibility and cost-effectiveness, but they also want top-flight performance and scalability,” Che says. “We were eager to work with Microsoft to make Documentum and SQL Server work together better to provide an outstanding content management solution for our customers.”

Solution

When Microsoft introduced SQL Server 2005, EMC knew that the solution was feasible. “SQL Server 2005 had improved concurrency controls, which allow Documentum customers to scale up to a very large number of users,” Che says. “Documentum is also able to handle many content types with SQL Server 2005, no matter how large the files, with performance on par with other leading UNIX DBMS vendors.”

As a member of the Interop Vendor Alliance (IVA), EMC worked with Microsoft to build a benchmark lab to test Documentum 5.3 SP4 with Microsoft SQL Server 2005 (both 32-bit and 64-bit editions). The IVA is a community of software and hardware vendors that work together to enhance the interoperability of their products with Microsoft systems. IVA

facilitates collaboration among vendors, provides labs for testing and validating solutions, and publishes results for customers.

“The test lab made it so much easier to test our product,” Badikol says. “We had access to SQL Server 2005 experts who worked with us to accelerate our benchmark efforts. We didn’t have to spend as long to resolve issues or take advantage of SQL Server features as we would have on our own.”

The benchmark results showed that SQL Server 2005 Enterprise Edition (64-bit) handled double the number of users compared with SQL Server 2005 Enterprise Edition (32-bit) with an identical workload. The tests also demonstrated that average CPU utilization was reduced by more than 60 percent with SQL Server 2005 (64-bit) compared with the 32-bit edition.

Apart from the outstanding performance of Documentum on SQL Server 2005, customers are encouraged to see the joint benchmark conducted by EMC and Microsoft, which demonstrates a commitment from the two companies on the content management solution front.

Benefits

Working with Microsoft, EMC demonstrated the outstanding performance and scalability of its Documentum software with SQL Server 2005, which lowers costs for customers and expands their interoperability options.

■ **Greater performance and scalability.** “SQL Server 2005 64-bit edition provides an enterprise-ready database foundation for our customers’ Documentum needs,” Che says. “It can stand up to heavy-duty data types, connect to a variety of storage systems, and support up to 10 times more

users than SQL Server 2000. The benchmark has attracted many customers’ attention. Response times for transactions like importing and exporting documents is twice as fast on SQL Server 2005 64-bit edition than on SQL Server 2000. We’ve since won customers because of this work.”

■ **Lower-cost document management solutions.** Customers choosing a Documentum–SQL Server 2005 Enterprise Edition solution also save money. “Customers have told us that SQL Server 2005 is more cost effective than other DBMS solutions,” Che says. “Not only are licensing costs lower, but hardware, storage, and support costs are all lower.”

The scalability of SQL Server 2005 Enterprise Edition (64-bit) also helps companies reduce their server computer needs. “Customers can consolidate applications on a single server, for example, running SQL Server 2005, Documentum, and PeopleSoft on one server,” Che says.

■ **Interoperability of diverse data repositories and file types.** It’s also easy to connect SQL Server 2005 to other databases. “We can run Documentum content servers on Windows Server® 2003 and connect to UNIX-based databases,” Che says. “Many of our customers eager to extend their existing Microsoft environments can now use SQL Server 2005 to store all kinds of documents, from different business systems. The flexibility and interoperability of SQL Server 2005 opens up many cost-effective possibilities for our customers.”