

## Frequently Asked Questions: EMC and Data Domain Customers

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**Question: What does the acquisition mean for EMC, Data Domain and our customers?**

Answer: For EMC, Data Domain significantly strengthens an already strong portfolio of backup and recovery products. For Data Domain, EMC brings a robust worldwide channel that will expand sales on a global basis and in Enterprise accounts. EMC also brings a strong, global support infrastructure that will accelerate deployment of Data Domain products. Our combined customers will benefit from the resources that EMC brings to rapidly develop, integrate, and support worldwide, a broad backup and recovery portfolio.

**Question: Who are some of the customers who have deployed the Data Domain product? What are they using it for?**

Answer: Data Domain customers cut across virtually all vertical industry types, including automotive, consumer/retail, energy, financial services, government, healthcare, media and entertainment and telecommunications. The US Army, City of Houston, Lloyd's TSB, TiVo, Teck, Ingram Entertainment, and The New York Mets, all have deployed Data Domain to minimize the cost and complexity of tape backup in their environments. These case studies are publicly available on [www.datadomain.com](http://www.datadomain.com).

**Question: How is EMC organizing the Data Domain business for future success?**

Answer: Data Domain will form the foundation of a new product division that will focus on next generation backup, recovery and archive solutions. The new EMC product division will be led by Frank Sloodman and report directly into Joe Tucci. EMC will enhance the division with additional products, technology and investments.

**Question: Can I still purchase Data Domain products from Data Domain even though they are now part of EMC?**

Answer: Yes. Data Domain products will continue to be offered through Data Domain and its affiliated partner program. Please contact your existing Data Domain sales representative or partner representative to assist you, or visit [www.datadomain.com](http://www.datadomain.com) for contact information. EMC will continue to offer the Data Domain product line after the deal closes.

**Question: Should Data Domain customers continue to call Data Domain customer support?**

Answer: Yes. Data Domain is operating as the foundation of EMC's new high-growth product division focused on the back up and recovery of business information. Data Domain customers should continue to use existing Data Domain contacts for support, professional services and sales to address immediate and ongoing needs.

**Question: Should Data Domain customers continue to contact their Data Domain sales representative?**

Answer: Yes. Data Domain is operating as part of a new, high-growth product division of EMC, and customers should continue to rely on existing relationships with Data Domain.

**Question: Will this acquisition impact any existing project, deployment or services engagements?**

Answer: The acquisition of Data Domain by EMC is about growth and expansion of Data Domain's product portfolio. This transaction is not expected to impact any existing project, deployment or services engagement.

**Question: Will training on Data Domain products continue?**

Answer: Yes. EMC plans to continue and expand Data Domain's existing education program.

**Question: How does EMC plan to maintain Data Domain's deduplication technology and product expertise?**

Answer: The Data Domain management team and employees around the world will be integral in the execution of EMC's plans to grow and expand Data Domain's deduplication storage business.

**Question: Do EMC and Data Domain products overlap?**

Answer: The combination of EMC and Data Domain creates the best and broadest portfolio of deduplication products and solutions in the market. The portfolio is highly complementary offering customer's industry-leading products in both source-based and target-based deduplication platforms. There are many different customer use cases for deduplication technology, and if there are areas of overlap, EMC and Data Domain's field organization will offer the best solution for the customer based on their requirements

**Question: What does this announcement mean for the Disk Library family?**

Answer: The Disk Library 4000 series will be unaffected by the acquisition, and will continue to execute on its current roadmap. The deduplication engine for the DL4000 will transition to the Data Domain architecture over time.

The DL1500 and DL3000 models will continue to be offered and supported according to standard EMC policy.

**Question: What does this announcement mean for the Avamar family?**

Answer: Beyond strengthening our overall portfolio, the addition of the Data Domain products will have minimal effect on the Avamar product family. Avamar uniquely provides customers with a backup solution with source deduplication that has proven extremely successful –with thousands of customer deployments across a wide range of environments.

**Question: What does this mean for the Data Domain gateway products?**

Answer: The Data Domain gateway products will continue to be offered and supported according to standard Data Domain product policy and compatibility matrix.