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**EMC UNVEILS MOST COMPREHENSIVE SOLUTIONS FOR IP TELEPHONY  
MANAGEMENT WITH EMC SMARTS VOIP PERFORMANCE MANAGER AND  
EMC SMARTS VOIP PERFORMANCE REPORTER**

*Solutions Bridge the Gap Between IP Telephony and IP Network Management;  
Maximizing Availability and Performance of Business-Critical Voice-Over-IP (VoIP) Services*

HOPKINTON, Mass. – August 20, 2007 – EMC Corporation (NYSE:EMC), the world leader in information infrastructure solutions, today unveiled the market’s most comprehensive solutions for managing Voice-Over-IP (VoIP) and IP telephony environments. With EMC® Smarts® VoIP Performance Manager and EMC Smarts VoIP Performance Reporter, customers can maximize the availability and performance of business-critical VoIP services through comprehensive monitoring, alerting, diagnosis and reporting on all aspects of a system that may impact IP telephony services.

Smarts VoIP Performance Manager and Smarts VoIP Performance Reporter further extend EMC’s award-winning software portfolio for managing complex IT infrastructures end-to-end, across technologies, and from the network to the business layer. With EMC Smarts software, enterprise and managed service provider customers can model IT components and their relationships across network, applications, and storage to understand how service levels are affected. The software effectively analyzes data from multiple sources to pinpoint the root cause of IT infrastructure problems automatically and in real-time – enabling companies to more effectively maximize the availability and performance of critical IT resources and the business services (such as VoIP) they support.

EMC now boasts the most comprehensive VoIP solution for monitoring the end-to-end performance and availability of both the VoIP telephony and supporting network infrastructures. These VoIP performance management and reporting products complement EMC’s existing VoIP solution for managing the availability of VoIP and IP network infrastructures. Together, Smarts software provides enterprises and managed service providers with a comprehensive, market-leading suite of VoIP management solutions, all geared towards maximizing end user service quality while increasing operating efficiency.

“For most enterprises and managed service providers, the right time to adopt IP telephony is now,” said the Yankee Group’s Vanessa Alvarez, Associate Analyst, Enabling Technologies. “But for all its promises, IP telephony deployments should not be taken lightly -- as they introduce new levels of complexity into the management environment.. To effectively maximize the value of VoIP deployments, companies need comprehensive solutions with the ability to manage software performance and take corrective action as problems occur.”

Providing a single view across Avaya and Cisco technologies, Smarts software scales to manage hundreds of IP PBXs and hundreds of thousands of phones -- making the solution ideal for global enterprises and managed service providers. While other VoIP management tools provide only network-centric or event-based information, Smarts software provides in-depth, real-time views and flexible reporting on telephony infrastructures, while demonstrating how that detailed information relates to the end-user experience.

Specifically, Smarts VoIP Performance Manager and Smarts VoIP Performance Reporter deliver real-time information about phone extensions, phone calls, voice quality, availability of the telephone service and interconnections to telecommunications providers. Additionally, the solutions monitor call volumes, call quality, and route patterns to ensure service levels are being met and offer both real-time and historical performance and trend reporting.

“Smarts VoIP Performance Manager and Smarts VoIP Performance Reporter are truly breakthrough solutions for managing today’s complex VoIP telephony infrastructures,” said Chris Gahagan, EMC’s Senior Vice President, Resource Management Software. “Leveraging Smarts software, customers not only optimize call quality, improve reliability and reduce mean-time-to-repair – but they can also simplify management of geographically dispersed and hybrid environments. The end result gives customers what they expect from today’s VoIP deployments – maximized service levels, lower operating costs and dramatic improvements in employee productivity.”

Currently, the Smarts solutions offer support for the following systems: Avaya Communications Manager, Cisco Unified Communications Manager, Cisco Unified CallManager, and Cisco CallManager. Smarts software solutions easily integrate with other third-party management systems, enabling users to gain a comprehensive view of their infrastructure, while leveraging existing technology investments.

Both Smarts VoIP Performance Manager and Smarts VoIP Performance Reporter are generally available now. For more information, please visit [http://www.emc.com/products/software/smarts/smarts\\_family/index.jsp](http://www.emc.com/products/software/smarts/smarts_family/index.jsp)

### **About EMC**

EMC Corporation (NYSE: EMC) is the world’s leading developer and provider of information infrastructure technology and solutions that enable organizations of all sizes to transform the way they compete and create value from their information. Information about EMC’s products and services can be found at [www.EMC.com](http://www.EMC.com).

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