EMC SECURE REMOTE SERVICES

Your Gateway to the EMC Modern Customer Experience

ESRS V3 ESSENTIALS

- **It's All About the Data**: ESRS enables a real-time 24x7 data feed into the EMC Data Lake, which ensures that the data being used for analysis, synthesis and reporting is always current and high-value

- **Secure**: ESRS v3 includes robust security features such as Advanced Encryption Standard 256-bit encryption, customer-controlled access policies, and RSA digital certificates to ensure data privacy

- **Holistic**: ESRS v3 is designed for the growing complexity of today's EMC environments, not only enabling the capture of critical device wellness and technical data across your global EMC environment, but ESRS v3 also empowers EMC to put award-winning support on-site remotely

- **Powerful**: 24x7 predictive monitoring, advanced proactive service delivery, increased risk mitigation, higher levels of availability, significantly reduced TTR, and more – tons of benefits, *zero cost*

- **Flexible:** ESRS v3 offers two installation options:
  - *Virtual Edition,* which can be installed into a virtual environment, removing the need for additional hardware or OS licenses.
  - *Docker Edition,* which can be installed within a Docker-compatible Linux based system.

BUSINESS CHALLENGE

In response to the evolving business needs of their companies, data centers are aggressively and rapidly modernizing – both the technology they use, and their processes and workflows – in order to maximize the value they deliver to their business. The key enabler of a successful transformation initiative is a modernized customer experience that can keep pace with the growing challenges faced by today's data centers. A customer experience that is defined by the data centers themselves; that is able to anticipate their needs, in order to deliver the right resources, at just the right time, in the ways that work best for each data center and its staff.

To take fullest advantage of the benefits offered by EMC's modernized customer experience, EMC customers and their EMC environments need a secure, feature-rich connectivity solution that bridges the communication gap between them and EMC.

SERVICE DESCRIPTION

EMC Secure Remote Services (ESRS) v3 is a highly secure, bi-directional remote connection between a customer's EMC environment and EMC. A connection that, once made, unlocks a wide range of benefits and services like:

- Automated health checks
- 24x7 predictive wellness monitoring
- Remote issue analysis and diagnosis
- An enhanced Online Support experience with actionable, real-time data-driven insight into your global EMC environment through the MyService360 dashboard
- Remote delivery of EMC's award winning service and support

SERVICE VALUE

THE EMC MODERN CUSTOMER SERVICE EXPERIENCE

The driving philosophy behind the EMC Modern Customer Experience is the goal of putting the EMC customer in full control of their experience. Why? Ultimately, to help EMC customers and IT teams do what they do, better. Building a high degree of intimacy with each EMC customer allows EMC to anticipate a customer's need, and proactively connect that customer with needed resources quickly, accurately, and with little effort required on the customer's part.

- Customers who require a piece of documentation? At their fingertips.

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- Customers who require expertise from EMC professionals? A custom team made up of EMCers chosen specifically for their skillset and experience based on customer need is assembled and deployed.

- Customers who want full control and visibility into their EMC environments and EMC service and support engagements? The modernized Online Support portal and MyService360 interactive dashboard.

All this and more are powered by the EMC Data Lake and Big Data. But as data ages, it's usefulness quickly fades. ESRS v3 creates a stable, consistent data feed into the EMC Data Lake ensuring that customer and device data is always current and high-value, maximizing the utility and value of the EMC Modern Customer Service Experience.

ESRS v3 also powers EMC's advanced proactive delivery services. Coupled with 24x7 predicative monitoring, EMC is able to predict the likelihood an issue *might* occur, and take immediate steps to prevent the issue before it *can* occur and impact the business.

HIGHLY SECURE

Data security is the #1 concern for every business in every industry. EMC is committed to providing the highest quality customer experience, without requiring customers to sacrifice security to take advantage of it. ESRS v3 employs multiple security layers throughout each step in the remote connectivity process to ensure that you and EMC can use the solution with confidence:

- ESRS v3 software distributed to your site uses FIPS 140-2 validated cryptography

- All notifications to EMC originate from your site—never from an outside source—and are kept secure through the use of Advanced Encryption Standard (AES)-256 bit encryption

- IP-based architecture integrates with your existing infrastructure and maintains the security of your environment

- Communications between your site and EMC are bilaterally authenticated using RSA® digital certificates

- Only authorized EMC Customer Service professionals verified via two-factor authentication can download the digital certificates needed to view a notification from your site

- ESRS v3 Remote Service Credentials means there are no shared login credentials between EMC technicians, and no single static login to a customer's system

- The optional ESRS v3 Policy Manager application enables you to grant or restrict EMC access based on your own unique guidelines and requirements, and includes a detailed audit log

SIMPLE

Follow these simple steps to get ESRS v3-connected and begin your proactive services journey:

- Prepare the environment—either ESX or Hyper-V servers for *Virtual Edition*, or a Docker-compatible Linux environment for *Docker Edition*

- Download ESRS v3 from the EMC Online Support site

- Install and configure the ESRS v3 virtual appliance as well as the optional but recommended ESRS v3 policy manager

- Connect your other EMC devices to your new ESRS v3 gateway.

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