EMC SECURE REMOTE SERVICES
Get Connected with EMC Customer Service

BUSINESS CHALLENGE

Information availability is critical to your business operations, and unplanned interruptions to your data and applications can severely impact your business outcomes. Often, unexpected problems caused by issues such as failing drives or outdated code levels could have easily been avoided if they were detected earlier. Your IT environment is complex, and it requires the proactive identification and resolution of potential issues before there is any impact to your business.

SERVICE DESCRIPTION

EMC® Secure Remote Services (ESRS) is a two-way remote connection between EMC Customer Service and your EMC products and solutions, available with Enhanced or Premium warranties and maintenance agreements at no additional cost. ESRS maintains connectivity with your EMC products around the clock and automatically notifies EMC if a problem or potential problem occurs. If troubleshooting is necessary, an authorized and authenticated EMC Customer Service professional uses the secure connection to establish a remote session—based on your customized security and remote access settings—to diagnose, and if necessary, to repair your EMC products and solutions. If unexpected issues arise, our proven processes ensure the fastest possible response, escalation, and resolution time to maximize information availability and reduce your costs. ESRS also connects you with EMC’s Big Data and predictive analytics capabilities, arming you with actionable intelligence to optimize your IT environment—and your business.

SERVICE VALUE

PROACTIVE

The ESRS lifeline is a heartbeat that pulses outbound from the ESRS application to EMC Customer Service in 30-second intervals, providing EMC with connectivity status as well as the status of each managed product. The heartbeat ensures continuous monitoring, notification, and if necessary—proactive remote troubleshooting to ensure high availability. As a result, you will experience faster resolution and greater uptime.

ESRS also enables more than remote support. Product-generated alerts and configuration files are synthesized in our own Big Data environment, enabling EMC to analyze health and performance trends. As a result of ESRS connectivity, EMC can provide you with customized reporting and advice, available through the EMC Online Support site and your direct interactions with EMC Customer Service personnel. For EMC software customers, the ESRS Usage Intelligence feature provides analysis and reporting of software licensing and usage data.
SECURE
ESRS employs multiple security layers throughout each step in the remote connectivity process to ensure you and EMC can use the solution with confidence:

• ESRS 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
• The optional ESRS 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

VIRTUAL
Legacy versions of ESRS required the use of a Gateway server, which acted as a conduit for remote communications. That outdated ESRS configuration frequently required one or more physical servers, and each server required its own operating system—along with the added expense of OS licensing fees. ESRS is now much more flexible, and is purpose-built to scale with the growth of our customers. The modern "virtual edition" of ESRS eliminates the challenges associated with operating system licensing fees and dedicated physical hardware.

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

• Prepare your environment—plan to deploy one or more ESX or Hyper-V servers
• Download ESRS from the EMC Online Support site
• Install and configure the ESRS virtual appliance as well as the optional ESRS Policy Manager

Once ESRS is up and running, expect to receive upgrade notifications when new versions of code are released. You will be prompted with the option to automate the upgrade process, ensuring all of the latest features, capabilities, and security enhancements are in place.

ABOUT EMC GLOBAL SERVICES
EMC Global Services accelerates the software-defined enterprise through world-class technical expertise and service capabilities that deliver well-run hybrid clouds, big data solutions, empower ITaaS providers, and enable new digital-era applications. Our 16,000+ services experts worldwide, plus global network of partners, have the skills, knowledge, and experience organizations need to get the maximum value from their EMC technology investments—with an unwavering commitment to an exceptional total customer experience through service excellence.