

EMC SECURE REMOTE SUPPORT

Proactive, 24x7 remote support to maximize information availability, prevent outages, and accelerate issue resolution

ESSENTIALS

- Automation: IP-based connection enables fast remote diagnosis and repair of potential problems before an impact to business operations is noticed
- Authentication: Advanced security features such as AES 256-bit encryption and RSA digital certificates ensure data privacy
- Authorization: Customizable policies that you control include the ability to allow or deny remote support sessions
- Audit: Detailed audit capabilities enable compliance with regulatory and internal business requirements

Information availability is critical to your business operations, and unplanned interruptions to your data and applications can severely impact your bottom line. EMC® Secure Remote Support (ESRS) is designed to proactively identify and resolve potential issues before they impact your operations by providing secure, high-speed, around-the-clock remote support for your EMC information infrastructure. If unexpected issues arise, our proven processes ensure the fastest possible response, escalation, and resolution time to maximize information availability and reduce costs. With ESRS, you let us handle the workload so that you can devote more time to your important business initiatives.

SERVICE DESCRIPTION

ESRS is a software-based, secure access point for remote support activities between EMC and your information infrastructure and is included in your warranty or maintenance agreement at no additional cost. Once installed, ESRS monitors your EMC systems around the clock and automatically notifies the EMC Support Center in the event of a system problem. If an error is detected, an authorized and authenticated EMC support professional utilizes the secure connection to establish a remote support session—based on your customized security and remote access settings—to diagnose, and if necessary, to repair your EMC system(s).

SERVICE VALUE

ESRS delivers the four “As” required for an effective end-to-end remote support solution—automation, authentication, authorization, and audit.

AUTOMATION

The ESRS lifeline is a heartbeat that pulses outbound from the ESRS application to EMC Customer Support in 30-second intervals using HTTPS and SOAP (Simple Object Access Protocol). This heartbeat provides EMC Customer Support with connectivity status as well as the status of each managed system. The heartbeat ensures continuous monitoring, notification, and if necessary—remote support troubleshooting of your EMC system(s) to ensure high availability. As a result, you will experience faster resolution and greater uptime:

- EMC Support Centers typically resolve service events almost five times faster for customers with an ESRS connection versus no connectivity
- On average, connected systems experience 15 percent higher levels of availability
- EMC is more than three times as likely to resolve customer issues at the time of initial contact for customers with connected products

TESTIMONIALS

“My EMC engineer calls before we know something is wrong. For example, today I got a call from my EMC support engineer because a battery needed to be replaced. He told me he had the battery and would be here in 10 minutes.”

– DENNIS RYAN, SENIOR STORAGE AND BACKUP ADMINISTRATOR, MAINE MEDICAL CENTER

“EMC technicians can connect directly in to the equipment and look at the problem while we’re on the phone with them. We can look at the same management interface while working the issue together.”

– GARRETT KILLIAN, OPERATIONS AND SYSTEMS ANALYST, EAST CAROLINA UNIVERSITY

AUTHENTICATION

ESRS employs multiple security layers throughout each step in the remote connectivity process to ensure you and EMC can use the system 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 bi-laterally authenticated using RSA® digital certificates
- Only authorized EMC support professionals verified via two-factor authentication can download the digital certificates needed to view a notification from your site

AUTHORIZATION

You can grant or restrict EMC access based on your own unique guidelines and requirements. Before EMC can access your EMC system(s) to diagnose and repair an issue, ESRS must adhere to those customized access requirements. You can set your choices at the system and application levels for how EMC delivers remote support to your managed EMC system(s). Your choices are:

- Always allow, which enables EMC to establish remote access sessions without having to wait for authorization
- Never allow, which lets you deny EMC remote access to a specific system
- Ask for approval, when you want to be asked to grant permission for remote access

Furthermore, you have the ability to assign privileges based on user profiles, and to apply policy filters for fine-tuning to meet the most comprehensive security needs.

AUDIT

Once a remote support session is completed, all activity is captured and stored in a detailed audit log file that helps you maintain compliance with government and industry regulatory requirements. This includes detailed information for each remote support session, such as the date and time of the remote access, serial number of the system(s) accessed, identification of the EMC Customer Support technician, EMC support ticket number, and more.

SUPPORTED PRODUCTS

ESRS is supported by a broad spectrum of EMC products, including:

- EMC Atmos®
- EMC Avamar®
- Brocade B-series switches
- EMC Celerra®
- EMC Centera®
- Cisco switches
- EMC CLARiiON® CX, CX3, CX4, and AX4-5
- EMC Connectrix®
- EMC Disk Library DLm and EDL
- EMC Greenplum® DCA
- EMC Invista®
- EMC RecoverPoint
- EMC Symmetrix® 8000, DMX™, DMX-3, DMX-4, and VMAX™
- EMC VNX®
- EMC VNXe®
- EMC VPLEX™

ALTERNATE CONNECTIVITY OPTIONS

While ESRS is the preferred method of connectivity, EMC does make alternate connectivity technologies available for many products. These alternate options do not possess the same bandwidth, authorization capabilities, security features, and audit tools as you would receive with ESRS:

- **Modem** uses a regular telephone line or operates with a PBX. Your EMC system(s) can automatically connect to the EMC Customer Support Center in the event of an abnormality, and the support center then connects back into your EMC system(s) to diagnose and resolve the issue.
- **Email** is a one-way connection from your EMC system(s) back to the EMC Customer Support Center for the delivery of alerts and notifications. This option eliminates the need for an active telephone line, but an enabled telephone line is necessary for EMC support engineers to connect back in to your EMC system to resolve the issue.
- **WebEx** remote application and computer-sharing tool is a one-way connection from the EMC Customer Support Center in to your EMC system(s). WebEx can be used alone or in conjunction with the other connectivity options to enable the EMC Customer Support Center to provide an interactive session for error diagnosis and resolution.

SERVICES PORTFOLIO

EMC offers a variety of services that help you manage your EMC information infrastructure, including:

- **EMC Software Upgrade Service.** Utilizing your EMC connect-in technology, access a team of upgrade experts to offload the preparation, delivery, and post-work associated with your software upgrades. The result is a streamlined, high-quality upgrade to maximize the return on your EMC software investment.
- **EMC Designated Support Engineer.** An EMC DSE is a central point of contact who provides scheduled technical support reviews, priority case handling, and issue escalation for a specified product. Your DSE can be located onsite or can provide this service remotely from an EMC Support Center, and provides focused support to your account. Consider this higher level of support for any software or hardware product that is critical to your ability to conduct business.

LOOK TO EMC GLOBAL SERVICES TO DELIVER RESULTS

EMC Global Services provides the strategic guidance and technology expertise organizations need to address their business and information infrastructure challenges and derive the maximum value from their information assets and investments. We are committed to exceptional total customer experience through service excellence. Our 14,000+ professional and support-service experts worldwide, plus a global network of alliances and partners, leverage proven methodologies, industry best practices, and experience and knowledge derived from EMC's 30-year information-centric heritage to address the full spectrum of customer needs across the information lifecycle: strategize, advise, architect, implement, manage, and support.

CONTACT US

Maximize information availability with proactive support from ESRS. Please contact your EMC sales representative or EMC service manager for more details or to schedule an installation.

EMC², EMC, Atmos, Avamar, Celerra, Centera, CLARiiON, CX, Connectrix, DMX, Greenplum, Invista, Navisphere, RSA, Symmetrix, VMAX, VNX, VNXe, VPLEX, and the EMC logo are registered trademarks or trademarks of EMC Corporation in the United States and other countries. All other trademarks used herein are the property of their respective owners. © Copyright 2011 EMC Corporation. All rights reserved. Published in the USA. 10/11 Service Overview H1948.7