

# TOP 10 REASONS TO GET CONNECTED WITH ESRS V3

- 1 Spend less time worrying, period** – With ESRS v3, we can monitor your Dell EMC environment (legacy EMC equipment) and proactively address potential problems before they impact your business.
- 2 Enhanced analytics via MyService360 with ProSupport Plus** – ESRS's continuous data feed back to Dell EMC ensures that our records are current and enables the enhanced code level analysis and recommendations via MyService360 that ProSupport Plus customers receive.
- 3 Increased security** – With 99% of the Fortune 500 being Dell EMC customers, rock-solid data security is our first priority. Sophisticated point-to-point encryption over a dedicated VPN, multi-factor authentication, customer-controlled access policies, and RSA digital certificates ensure that your data is secure.
- 4 Solve problems quickly – up to 73% faster\*** – In many cases, onsite service activity can be done remotely and securely using ESRS. An internal study revealed that service requests are closed 73% faster for ESRS connected products vs. non-connected products that require traditional onsite service.
- 5 Stay in complete control** – With the recommended policy manager, you have the option to allow or deny remote access requests. Set up automatic permission rules or elect to receive notifications to review and grant permission on a case-by-case basis.
- 6 Comprehensive Dell EMC remote support activity logging** – The policy manager also offers full activity logging, allowing you to track the date and time of remote sessions, the product, Dell EMC technician, ticket number, and more.
- 7 Enable fast and easy upgrades** – Dell EMC can conveniently perform software upgrades for many legacy EMC products using the ESRS connection without ever setting foot onsite.
- 8 Set the foundation for modern, proactive features and capabilities** – By keeping a constant pulse and data feed on your products, ESRS v3 enables future proactive and predictive capabilities through technologies like MyService360 and Unity CloudIQ. Connect your eligible systems through ESRS v3 to take advantage of new features and functionality as they soon as become available.
- 9 It's 100% virtual, and easy to install** – ESRS v3 is now a customer-installable virtual appliance. No need for dedicated hardware and the expense of operating system license fees. Once your virtual environment is setup, ESRS can be installed in as little as 15-20 minutes.
- 10 It's free!** – ESRS is included with your active ProSupport for Enterprise support agreement. Simply register in Online Support <support.emc.com> and download the ESRS v3 software right for your environment.

## CONTACT US

To learn more, contact your local representative or authorized reseller.

\*Based on a July 2017 internal analysis of Support Requests closed in 2016, Support Requests created by ESRS were resolved up to 73% faster than other cases. Actual results may vary.

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