

# SECURE REMOTE SERVICES

Your connection to the Dell EMC modern customer experience

## ESSENTIALS

- **Proactive:** Secure Remote Services enables Dell EMC to address potential problems before there is an impact to your business, and to provide you with actionable intelligence and advice based on product-generated alerts and configuration files
- **Data Currency & Recommendations:** Secure Remote Services connectivity enables a continuous data feed into the Dell EMC Data Lake, ensuring current and high-value data and actionable recommendations.
- **Secure:** Secure Remote Services includes robust security features such as Advanced Encryption Standard 256-bit encryption, customer-controlled access policies, and RSA digital certificates to ensure data privacy
- **Powerful:** Continuous monitoring, advanced proactive service delivery, increased risk mitigation, higher levels of availability, significantly reduced TTR, and more—tons of benefits, zero cost
- **Flexible:** Secure Remote Services offers several installation options:
  - Virtual Edition – Recommended for virtual environments. Removes the need for hardware or OS licenses.
  - Docker Edition – Available for added security with Docker-compatible Linux based systems.
  - Unity-Embedded Edition – Available on Unity systems for out-of-the-box connectivity.

## BUSINESS CHALLENGE

Today's data centers are rapidly modernizing in technology, processes and workflows. With this continuous evolution, unplanned interruptions to your data and applications can greatly hinder your business outcomes. Often, much of these unexpected problems caused by issues such as failing drives or outdated code levels could have easily been avoided if they were detected earlier. As a foundational element of the Dell EMC Modern Customer Service Experience, Secure Remote Services (formerly ESRS) detects potential issues and proactively resolves them before there is any impact to your business.

## SERVICE DESCRIPTION

Secure Remote Services is a highly secure, two-way remote connection between your Dell EMC products and Dell EMC Customer Support that helps customers avoid and resolve issues up to 73% faster\*. Secure Remote Services is completely virtual and offers flexibility for enterprise environments of any size. Available at no additional cost with your active ProSupport Enterprise or warranty contract, Secure Remote Services unlocks a wide range of benefits and services, including:

- Proactive wellness monitoring and issue prevention.
- Automated issue detection, notification and case creation for quicker uptime.
- Predictive, analytics-based recommendations through MyService360 and product consoles such as Unity CloudIQ.

## SERVICE VALUE

### PROACTIVE

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

### DATA CURRENCY & RECOMMENDATIONS

In addition to proactive remote support, Secure Remote Services also enables a richer Dell EMC online experience through MyService360 and product consoles such as Unity CloudIQ. By way of proactive wellness monitoring, Secure Remote Services creates a continuous data feed into the secure Dell Data Lake – sending product-generated alerts and configuration files – ensuring that the data available throughout Online Support, MyService360, CloudIQ, and other product consoles, is up-to-date and high value. Based on this current information, Dell EMC is then able to provide you with enhanced

\*Based on a July 2017 internal analysis of Support Requests closed in 2016, Support Request created by Secure Remote Services were resolved up to 73% faster than other cases. Actual

## DEVICE COMPATIBILITY

Please note, Secure Remote Services currently supports Dell EMC storage (except PS and SC series), networking, and converged products. Visit [support.emc.com](http://support.emc.com) for a full list of supported products.

product and service health recommendations so you can maximize your Dell EMC investment.

## HIGHLY SECURE

The security of your data is Dell EMC's top priority. From collection, to transport, to storage, Secure Remote Services employs multiple security layers throughout each step in the remote connectivity process to ensure that you and Dell EMC can use the solution with confidence:

- Secure Remote Services software distributed to your site uses FIPS 140-2 validated cryptography
- All notifications to Dell 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 Dell EMC are bilaterally authenticated using RSA<sup>®</sup> digital certificates
- Only authorized Dell EMC Customer Service professionals verified via two-factor authentication can download the digital certificates needed to view a notification from your site
- Remote Service Credentials means there are no shared login credentials between Dell EMC technicians, and no single static login to a customer's system
- The optional Secure Remote Services Policy Manager application enables you to grant or restrict access based on your own unique guidelines and requirements, and includes a detailed audit log

## GET CONNECTED TODAY

Follow these simple steps to get connected with Secure Remote Services and begin your proactive services journey:

1. Prepare your environment—either ESX or Hyper-V servers for Virtual Edition, or a Docker-compatible Linux environment for Docker Edition
2. Download the Secure Remote Services version fit for your environment from Dell EMC Online Support <[support.emc.com](http://support.emc.com)>
3. Install and configure the Secure Remote Services virtual appliance as well as the optional Policy Manager
4. Connect your other Dell EMC devices to your new Secure Remote Services gateway

## CONTACT US

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

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