

SECURE REMOTE SERVICES

Your connection to the Dell EMC modern customer experience

ESSENTIALS

- **Proactive:** ESRS v3 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:** ESRS v3 enables a continuous data feed into the Dell EMC Data Lake, which ensures that the data displayed in Online Support and MyService360 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
- **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:** 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

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 Often, much of these unexpected problems caused by issues such as failing drives or outdated code levels could have easily been avoided if they were detected earlier.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 (ESRS v3) detects potential issues and proactively resolves them before there is any impact to your business.

SERVICE DESCRIPTION

Secure Remote Services (ESRS v3) is a highly secure, two-way remote connection between your Dell EMC products and solutions and Dell EMC Customer Service. Available at no additional cost with your Enhanced or Premium warranty or maintenance agreement on any legacy EMC system, ESRS v3 unlocks a wide range of benefits and services, including:

- Automated health checks to ensure your environment is at optimal performance
- Continuous remote monitoring and notification for high availability
- Remote issue analysis and diagnosis, and remote delivery of Dell EMC's award winning service and support
- An enhanced Online Support experience with actionable, real-time, data-driven insight across your environment through the MyService360™ dashboard

SERVICE VALUE

PROACTIVE

The ESRS lifeline is a heartbeat that pulses outbound from the ESRS 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

In addition to proactive remote support, ESRS enables a richer Dell EMC Online Support and MyService360 experience. ESRS v3 sends product-generated alerts and configuration files into the secure Dell Data Lake, enabling Dell EMC to analyze health trends. This stable and consistent data feed ensures that your data throughout Online

Support and your MyService360 dashboard is current and high-value, enabling the actionable intelligence that these online capabilities offer.

DEVICE COMPATIBILITY

Please note, ESRS v3 is currently supported by all legacy EMC systems. Legacy Dell systemers currently do not support ESRS v3.

HIGHLY SECURE

The security of your data is Dell EMC's top priority. ESRS v3 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:

- ESRS v3 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[®] 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
- ESRS v3 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 ESRS v3 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 ESRS v3 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 ESRS v3 from Dell EMC Online Support <support.emc.com>
3. Install and configure the ESRS v3 virtual appliance as well as the ESRS v3 policy manager
4. Connect your other Dell EMC devices to your new ESRS v3 gateway

CONTACT US

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

