

EMC Secure Remote Support

Proven, proactive, remote-support portfolio to meet your application availability and security requirements

The Big Picture

- A portfolio of EMC Secure Remote Support (ESRS) options to meet your specific business and security requirements, including the ESRS IP solution, modem/dial-based connectivity, e-mail home, and the WebEx remote computer and application-sharing tool
- Sophisticated monitoring and predictive technology automatically monitors your EMC systems, informing EMC's support center of any system abnormalities 24x7
- Tight collaboration between support center engineers and local field staff optimizes EMC's global pool of expertise and tools, ensures precise communications, and drives rapid problem resolution
- Included with the ESRS IP solution, advanced security features such as encryption, authentication, audit, and authorization address today's stringent compliance regulations

At EMC, we understand that information availability is critical to your business success. EMC[®] Secure Remote Support (ESRS) infrastructure is designed to proactively identify and resolve potential issues before they impact your operation. Whether you select our IP-based solution, modem-based, or e-mail home offerings, our system is continuously monitored, and our proven processes ensure the fastest response, escalation, and resolution of issues to keep your operations functioning optimally. And with WebEx remote computer and application-sharing tool, our support engineers can quickly work with you to diagnose and resolve software issues. Support is also easy to obtain 24 hours a day, seven days a week via telephone or with EMC eServices.

Automated remote support technology

EMC's remote support technology is unmatched in the industry and provides access to a global network of experienced service professionals 24x7. Our overall remote support capabilities consist of remote monitoring, remote diagnostics, connect or dial-back, and repair. If operational statistics fall outside of our well-defined set of tolerances or certain error conditions are encountered, your EMC system automatically contacts the EMC Customer Support Center to report its findings. In most systems, EMC support engineers may connect back into the EMC system to gather more data. This additional information, along with site history data, a database of service cases/solutions, and the error notification are used to diagnose and resolve an issue. EMC can also enable a remote application-sharing session with the WebEx tool to facilitate a faster case resolution.

EMC Secure Remote Support portfolio

EMC's remote support capabilities can be executed using different technologies to meet your specific business, availability, and security needs.

The ESRS IP solution is a software-based connectivity solution that utilizes a high-speed, reliable, and secure IP-based connection. With enhanced and customizable security features such as encryption, authentication, audit, and authorization, ESRS IP addresses corporate and industry security compliance regulations. It is also a consistent solution for use across qualified EMC platforms, and since it is fire-wall-friendly, no network modifications to your infrastructure are required. In addition, the ESRS IP solution includes a customizable policy manager that allows or denies remote support according to your configured internal policies. Once installed, the ESRS IP solution monitors your EMC systems around the clock and automatically notifies the EMC Support Center of connectivity issues as well as system errors. If an error is detected, an authorized and authenticated EMC support professional connects back into your system, based on your customized security and remote access settings, to diagnose, and if necessary, repair the EMC system.

Our modem/dial-based solution uses a regular telephone line or operates with a PBX. Your EMC system automatically dials home to the EMC Customer Support Center in the event of an abnormality, and the support center then dials back into your system to diagnose and resolve the issue.

With the e-mail home option, available on the EMC CLARiiON®, EMC Centera®, and EMC Connectrix® systems, your EMC system e-mails the EMC Support Center, eliminating the need for an active telephone line. For EMC support engineers to dial back into the system, you enable the telephone line.

WebEx remote application and computer-sharing tool can be used alone or in conjunction with the other secure remote support offerings. WebEx is another effective tool to facilitate faster case resolution by accelerating the troubleshooting process of EMC systems or for EMC software issues. WebEx enables the EMC Customer Support Center to provide an interactive session for error diagnosis and resolution.

A proactive and pre-emptive approach

We set out to catch abnormalities before they have a chance to affect your business. We deliberately set monitoring threshold levels very low so that your EMC system will automatically contact the Customer Support Center, notifying us of the slightest issue. And it is not just errors that we monitor, but also events. We want to stop problems before they start. As a result, we've analyzed historical data and compiled a well-defined database of system events and parameters to alleviate future problems.

Information security

At the heart of our remote support technology is our ability to dial/connect back into an EMC system to gather additional diagnostic data, conduct tests, and remotely repair or adjust the system. Security measures protect customer data from accessibility or corruption and ensure that only the EMC Customer Support Center is able to access the EMC device. Our ESRS IP solution is designed with the highest level of security features, which you can customize to meet your requirements. It uses the public key infrastructure with strong authentication, authorization, encryption, and audit functionality.

Collaborative escalation process

Our sophisticated remote support continues even if your EMC solution requires onsite expertise. The EMC Customer Support Center will contact your local field-based support engineer. While the field support engineer is on route to your site, the Customer Support Center engineer remains in contact with your system, monitoring it closely. When the field engineer arrives at your site, the Customer Support Center provides the engineer with the very latest system diagnostic information, eliminating the need for further onsite diagnostics and testing and enabling the field engineer to make a repair in the shortest time possible. The Customer Support Center may even determine that a part needs to be replaced and dispatch it so that it arrives at your site with or before EMC support personnel. This blend of centralized and field expertise provides you with exceptional support and speed.

Automated remote support functionality by product

Remote Support Offering	Symmetrix Series	CLARiiON CX Series	Celerra®	Centera	Connectrix
Gateway	•	•	•	•	•
Dial-home	•	•	•	•*	•
E-mail home		•		•	•
Dial-In	•	•	•	•	•
Dial-dedicated modem and telephone line per system	•		•	•	•
Shared modem line and telephone line per LAN		•			
Remote monitoring	•	•	•	•	•
Remote diagnostics	•	•	•	•	•
Health reporting				•	•
Remote repair	•	•	•	•	•
Remote session sharing**	•	•	•	•	•

*Dial-home functionality available for Centera through EMC OnAlert™ station setup.

**Interfacing software required.

EMC Customer Support Center expertise

For 10 consecutive years, EMC Global Services Customer Support Centers have achieved certification under the prestigious Service Capability and Performance (SCP) Support Standard. EMC achieved the certification following extensive audits of its Hopkinton, Massachusetts; Pleasanton, California; Burlington, Ontario, Canada; Cork, Ireland; and North Ryde, New South Wales, Australia support centers.

In addition, EMC has been honored by the Service and Support Professional Association (SSPA) with a Lifetime Achievement Award. This award recognizes EMC as a 10-time recipient of the Software Technical Assistance Recognition (STAR) Award for outstanding mission-critical support.

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 13,000+ professional- and support-service experts worldwide, plus a global network of alliances and partners, leverage proven methodologies, industry best practices, 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.



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Take the next step

For more information on how EMC Secure Remote Support can bring added benefits to your organization, contact your EMC sales representative or visit our website at www.EMC.com/support-training/.