



## Secure Remote Support Gateway

### Secure, fast, proactive remote support for maximum information availability

Gain command, control, and visibility of all remote support access activities with the EMC® Secure Remote Support Gateway, EMC's next-generation, IP-based remote support solution. The EMC Secure Remote Support Gateway provides you with secure, high-speed, and proactive around-the-clock remote support of your EMC platforms and improves service levels, reduces risk, and increases information protection.

#### The Big Picture

- Enhanced security features such as encryption, authentication, audit, and authorization address today's stringent compliance regulations.
- Proactive identification of potential problems enables remote diagnosis and repair before impact to business operations.
- Customizable policies, that you control and define for each remote session, allow for a consistent, centralized, and firewall-friendly remote support solution for use across EMC platforms.
- IP-based connection reduces operating costs and eliminates the need for additional phone lines associated with modems.

#### Business challenge

Implementing an effective end-to-end continuity plan—one that includes a secure remote component—is becoming increasingly difficult in today's highly regulated business climate. Because planned or unplanned interruptions to information access can severely impact business operations, having a remote support option in place is critical to maximize information availability, accelerate time to resolution, and lower costs. Today's remote support option must help you maintain business continuity while addressing today's stringent federal and industry audit and regulatory requirements.

#### Service description

The EMC Secure Remote Support Gateway is a software-based, secure access point for all remote support activities between EMC and your information infrastructure. Installed on a dedicated server, the Gateway allows or denies remote support according to your internal policies and uses advanced security features to encrypt and log all remote support activity to help you stay in compliance.

Once installed, the Gateway monitors your EMC systems around the clock and automatically notifies the EMC Support Center of any 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.

#### Service value

##### *Enhanced Security Features*

The Gateway delivers the three "A's" required for information security to remote support—authentication, access control, and audit—helping you meet government and industry regulations and stay in compliance.

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## Take the Next Step

Maximize information availability with proactive support from EMC's Secure Remote Support Gateway. Contact your EMC sales representative or EMC service manager for more details or to schedule installation of the EMC Secure Remote Support Gateway solution.



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### Authentication

EMC-issued digital certificates are used to authenticate the Gateway client to EMC. Only authorized EMC support professionals verified via two-factor authentication can download the digital certificates to activate your Gateway.

### Access Control

Before EMC can access a Gateway-managed EMC storage system to diagnose and repair an issue, the Gateway communicates with your Policy Manager to determine access requirements. Access is restricted to a single point of connection and policies can be configured to meet your security needs.

### Audit

Access to your Gateway and EMC system is captured and stored in an audit log file on the Policy Manager. This creates an audit trail that helps you meet government and industry regulatory requirements and keeps you in compliance.

The Gateway employs multiple security layers to ensure that you and EMC can use the system with confidence. All communications are initiated from your site—never from an outside source—and kept secure through the use of triple-DES encryption to ensure your data privacy. Lastly, the Gateway's IP-based, firewall-friendly architecture integrates with your existing infrastructure and maintains the security of your environment.

### Services portfolio

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

- **EMC Certified Data Erasure Services:** Reduce costs, enable compliance, and mitigate risk. EMC Certified Data Erasure uses proprietary processes with specialized tools, software, and certified methodology to overwrite hard drives to your specified levels of erasure.
- **EMC Assessment Service for Storage Security:** Helps you understand the level of information protection that's appropriate for your organization and recommends the best solutions for a comprehensive security strategy.
- **EMC Residency and Remote Support Services:** EMC offers a suite of Residency and Remote Support Services—including remote-based Technical Account Managers and onsite dedicated Service Account Managers—for more specialized service requirements.

### EMC Global Services: Accelerate information lifecycle management

EMC Global Services deliver results to our customers throughout the IT lifecycle—Plan, Build, Manage, and Support—and help them achieve the benefits of information lifecycle management. From strategic consulting to world-class management services, EMC helps companies of all sizes assess their business objectives to design and align an information infrastructure that reduces risk, lowers cost, and delivers business value. Furthermore, our worldwide solutions professionals have developed industry-leading tools and methodologies to deliver comprehensive implementation and integration services from consolidation of current resources to a transformation of a multi-data-center environment. EMC delivers the value of your investment with a comprehensive portfolio of training and certification offerings—and as a four-time winner of the SSPA STAR Award for outstanding mission-critical support, we help you keep your information available 24/7 to deliver competitive advantage and drive revenue.