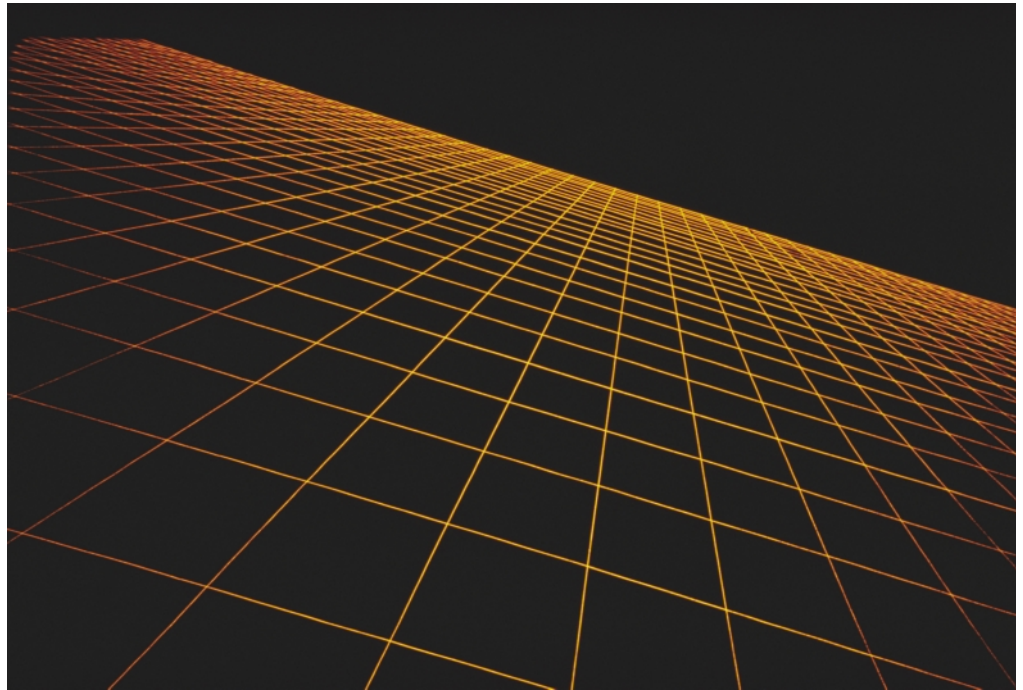


EMC Secure Remote Support



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

- The Big Picture**
- A portfolio of Secure Remote Support offerings to meet your specific business and security requirements, including the Gateway, modem/dial-based, 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 leverages EMC's global pool of expertise and tools, ensures precise communications, and drives rapid problem resolution
 - EMC Microsoft Windows Competency Center and EMC/Oracle Joint Solutions Center provide specialized expertise in these environments

At EMC, we understand that information availability is critical to your business success. Our EMC® Secure Remote Support infrastructure is designed to proactively identify and resolve potential issues before they impact your operation. Whether you select our IP-based Gateway solution, or modem-based or e-mail-home offerings, your 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, our 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, 7 days a week via telephone or with EMC eServices.

Automated Remote Support Technology

EMC's remote support technology is unmatched in the industry, providing 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.

Secure Remote Support Portfolio

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

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 repair the issue.

With the **e-mail home** option, available on the EMC CLARiiON®, Centera™, and 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.

The **Gateway**—EMC's latest innovation—operates similarly to the modem/dial-based offering, but uses a high-speed, reliable, and secure IP-based connection that lowers phone line costs. With enhanced and customizable security features such as encryption, authentication, audit, and authorization, the Gateway addresses corporate and industry security compliance regulations. It is also a consistent solution for use across EMC platforms, and since it is firewall-friendly, no network modifications to your infrastructure are required.

WebEx, our 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.

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 are in place to protect customer data from accessibility or corruption and ensure that only the EMC Customer Support Center is able to access the EMC device. Our Gateway solution is designed with the highest level of security features, which you can customize to 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 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 him or her 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 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 cooperative approach—a blend of centralized 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	X	X	X	X	X
Dial-Home	X	X	X	X*	X
E-mail-Home		X		X	X
Dial-In	X	X	X	X	X
Dial Dedicated Modem and Telephone Line per System	X		X	X	X
Shared Modem Line and Telephone Line per LAN		X			
Remote Monitoring	X	X	X	X	X
Remote Diagnostics	X	X	X	X	X
Health Reporting				X	X
Remote Repair	X	X	X	X	X
Remote Session Sharing**	X	X	X	X	X

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

** Interfacing software required.

Support Center Expertise

EMC is a four-time winner of the Service and Support Professional Association's (SSPA) Software Technical Assistance Recognition (STAR) Award for outstanding mission-critical support. Our support centers have also earned SSPA's prestigious Support Center Practices (SCP) quality certification for the past six years.

At EMC's Customer Support Center, including the specialized Solutions Support Centers for software support, the sun never sets. Our highly skilled service professionals are available 24 hours a day, 7 days a week, and follow stringent quality and escalation processes.

The Windows Competency Center is an Authorized Microsoft Solutions Provider, Microsoft Gold Certified Partner for Support Services, and a Global Alliance Partner, and has:

- Access to Microsoft's knowledgebase
- Staff trained by Microsoft at Microsoft
- A dedicated Microsoft technical account manager
- Access to Microsoft Engineering

The EMC/Oracle Joint Solutions Center has EMC and Oracle support engineers working side by side at EMC to resolve escalated cases involving EMC products operating in the Oracle environment.

EMC Services: Accelerate information lifecycle management

EMC Services delivers results to our customers throughout the IT lifecycle—Plan, Build, Manage, and Support—and helps 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 drives 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.

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/global_services/support.



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