

EMC SECURE SELECT SUPPORT

Specialized support services for organizations with unique security requirements

ESSENTIALS

- Auditing capabilities verify citizenship status of servicing personnel to meet unique security requirements
- EMC Secure Remote Support monitors and protects your EMC information infrastructure
- Security-cleared personnel provide you with onsite support and consulting services

EMC® Secure Select Support enables you to experience world-class EMC service without compromising your security requirements. EMC Secure Select Support provides U.S. citizen-delivered remote and onsite support professionals to expertly and proactively support your EMC information infrastructure.

BUSINESS CHALLENGE

Increasingly, U.S. corporate, industry, and federal security requirements require all personnel with access to key systems, including vendor support staff, to be U.S. citizens. These requirements, essential for the security of operations and information, can often compromise efforts to proactively prevent and rapidly resolve issues. To ensure maximum operational efficiency, your support services must meet your information security requirements—not compromise them.

SERVICE DESCRIPTION

EMC Secure Select Support is a comprehensive support service originally designed to meet the unique security requirements of government organizations. Delivered remotely by U.S. citizens on U.S. soil or at your location by U.S. field support staff, EMC Secure Select Support ensures you have continued access to EMC's industry-leading support, allowing for rapid troubleshooting, technical support, and repair at the time of issue. These support services are delivered by EMC world-class support personnel, and include:

- **Dedicated 24x7 remote phone support:** Ensures your remote support calls are managed by U.S. citizens on U.S. soil.
- **Enhanced case management and customized processes:** EMC uses customized processes to ensure the security and integrity of the support services you receive.
- **Secure escalation protocol:** Enable escalation to engineering without compromising the security of your information or organization.
- **Secure Remote Support options:** EMC Secure Remote Support (ESRS) provides secure, customer controlled approval for all remote support activity, delivered by U.S. citizens on U.S. soil.
- **Online support tools:** An array of powerful online support tools gives you the advanced self-help tools you need to address issues quickly and easily.
- **Security-cleared onsite support:** Highly-secure onsite support delivered by cleared EMC support engineers. Available as a residency for dedicated support or for day-to-day service events as value-added options to Secure Select Support.

SERVICE PORTFOLIO

EMC offers a variety of services and personalized support options to help you manage your information infrastructure, including:

- **EMC Secure Remote Support:** 24x7 remote monitoring, diagnosis, and repair of your EMC systems to proactively prevent unanticipated downtime and to expedite problem resolution.
- **Strategic Account Manager:** An onsite or remote resource who oversees the support of your EMC information infrastructure, drives proactive support strategy, accelerates problem management, and is capable of meeting the needs of the largest and most complex EMC information infrastructures.
- **EMC Consulting Group:** EMC can provide specialized consulting services delivered by security-cleared staff to help you maximize your investment in your information infrastructure.

EMC GLOBAL SERVICES: ACCELERATE INFORMATION LIFECYCLE MANAGEMENT

EMC Global 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 delivers the value of your investment with a comprehensive portfolio of training and certification offerings—and as a 13-time winner of the TSIA STAR Award, we help you keep your information available 24x7 to deliver competitive advantage and drive revenue.

CONTACT US

Get the specialized support you need without compromising your security requirements. To learn more, contact your EMC sales representative or visit our website at www.EMC.com.

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