

EMC Secure Select Support

The Big Picture

- **Meet unique security requirements:** Periodic auditing to verify citizenship status of servicing personnel satisfies NISPOM requirements
- **Protect confidential data:** Secure remote support options ensure your confidential data remains secure
- **Access to secure onsite support and consulting services:** Security-cleared personnel are available to provide you with the onsite support and consulting services you need

Specialized support services for organizations with unique security requirements

Experience EMC® world-class service without compromising your security requirements with EMC Secure Select Support. 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 and secure 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 feature EMC world-class support 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 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's Secure Remote Support Gateway provides secure, customer-controlled approval for all remote support activity.
- **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 event 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.

Services Portfolio

EMC offers a variety of solutions to help you manage your information infrastructure, including:

- **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 Certified Data Erasure Services:** Reduce costs, enable compliance, and mitigate risk. EMC Certified Data Erasure Services use proprietary processes with specialized tools, software, and certified methodology to overwrite hard drives to your specified levels of erasure.
- **EMC Disk Retention:** Provides for the acquisition of retired storage devices for organizations that need to retain all media as a result of security or regulatory requirements.

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 six-time winner of the SSPA STAR Award, we help you keep your information available 24/7 to deliver competitive advantage and drive revenue.



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Take the next step

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