

## Overview

Curvature is recognized as the global top performer for independent support for storage within the data center. Our storage maintenance provides comprehensive break/fix support for Dell EMC Symmetrix DMX/VMAX enterprise class storage systems.

vPoint™, Curvature's proprietary software provides remote monitoring and maintenance tools in support of Dell EMC Symmetrix storage systems.

- **vHome** – monitoring software continuously checks machine logs for reported errors and transmits service only information to the Curvature vPoint servers. The Curvature central engineering team uses these reports to perform problem determination and resolution.
- **vMaint** – maintenance software that enables the Curvature central engineering support specialist to guide a field engineer through scripted routines for the replacement of defective components on live systems.

Secure remote support access to the machine's resident service processor is required for our product support specialists to be able to assess the state of the array, analyze error conditions, implement recovery procedures and work with the onsite field engineer to resolve the error condition.

### Curvature offers at no additional cost, two different options:

- **TeamViewer** solution utilizing the TeamViewer management console functionality to enforce user settings and secure connection parameters.
- **Secure Remote Support (SRS)** solution based on technology provided by SecureLink, providing you with total control of a secure remote support connection originating from within your network. A full audit trail to provide accountability is included.

## Business Benefits

**Decreased IT Involvement** – Automated monitoring provides precise and accurate information freeing up time for IT teams.

**Rapid Routing** – Rapid response and engagement with the appropriate support team for incident resolution. No scripted responses, prolonged outage.

**Improved Response** – Proactive issue resolution through recovery procedure implementation with the onsite field engineers or through direct contact with the onsite field engineer to resolve error conditions effectively.

**Individual Account Level Verification** – Curvature product support specialists have unique login credentials with assigned privileges.

**Encryption** – All connections and data transmissions are encrypted.

**High Definition Audit and Reports** – On demand reports provide details about the remote support connection.

## Key Features

- Provides confidence in knowing that machines are being proactively monitored
- Higher availability through faster problem resolution
- Better call routing due to precise and accurate information has been provided by the machine
- Higher quality and effectiveness of service repair actions and technical support



## Customer Challenges

Whether you are in procurement or a technical role, below are some common pain points we solve.

Customer Need   Pain Point	Procurement	Technical
Reduced burden on your IT staff	✓	✓
Support tools that work seamlessly with manufacturer's service design to provide proactive maintenance		✓
Necessary encryption routines to protect all data transmissions	✓	✓
<b>Compliance in today's legislative environment:</b> <ul style="list-style-type: none"><li>• FISMA</li><li>• CJIS</li><li>• PCI DSS</li><li>• Sarbanes-Oxley</li><li>• Gramm-Leach-Bliley</li><li>• HIPAA / HITECH</li><li>• NIST (FIPS 140-2, FIPS 197, FIPS 199, FIPS 200, SP 800-53)</li></ul>	✓	✓
Detailed audit reports for remote support connections to establish and maintain security compliance		✓

## Supported Storage Platforms

vPoint provides support solutions for these Symmetrix machines:

- VMAX
- DMX-4
- DMX-3
- DMX 3000
- DMX 2000
- DMX 1000
- Legacy Symmetrix 3000, 5000, 8000 Series