

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, and Hitachi built RAID enterprise class storage systems.

To support these platforms, secure remote support access to the machine's resident Service Processor must be enabled. Our highly skilled product support specialists can then assess the state of the array, analyze error conditions, implement recovery procedures, and work with the onsite field engineer to resolve the error condition.

We understand security requirements and to address these needs we have partnered with SecureLink to build the Secure Remote Support (SRS) solution, providing you with total control of a secure remote support connection that originates from within your network and includes a full audit trail to provide accountability. Security in today's legislated environment requires remote support solutions that are both technically and demonstrably secure. This is what Curvature offers at no additional cost.

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	✓	✓
Connections originating from within your network, not requiring firewall holes or VPN management activities		✓
Necessary encryption routines to protect all data transmissions		✓
Compliance in today's legislative environment <ul style="list-style-type: none"> • FISMA • NIST (FIPS 140-2, FIPS 197, FIPS 199, FIPS 200, SP 800-53) • HIPAA / HITECH • Sarbanes-Oxley • Gramm-Leach-Bliley • PCI DSS • CJIS 	✓	✓
Detailed audit reports to establish and maintain security compliance		✓

Business Benefits of the Secure Remote Support (SRS) Solution

Improved Response – We resolve issues proactively by implementing recovery procedures, or work with the onsite field engineers to resolve error conditions more effectively.

Decreased IT Involvement – No requirements for firewall holes or VPN management activities, since SRS remote connections originate from within your network.

Strict Access Control – You control who can connect, when they can connect, and what Service Processors ports they have access to.

Individual Account Level Verification – Each Curvature product support specialist has a unique login credential with assigned privileges.

Email Notifications – Emails are generated from each remote support access for real time monitoring and tracking. Summary reports are generated when connection ends.

High Definition Audit and Reports – On demand summary of who connected, reason for connection, associated incident case number, and which host connected to which port.

Encryption – Choose from multiple encryption strengths.



Key Features of the Secure Remote Support (SRS) Solution

- Specifically designed to enable secure remote support for enterprise class storage systems while providing compliance with applicable security regulations
- Comprehensive authentication and access controls over each remote support connection
- Real time notification of when a remote support session begins and a summary report of that session's activity when it ends
- AES, Blowfish or Triple-DES encryption options
- Industry leading, high definition audit reports

Differentiation

Compliance – Unlike other products on the market, the Secure Remote Support (SRS) solution, with SecureLink technology, allows you to limit remote support access at the port level and while providing the most detailed audit reports for compliance.

- FISMA
- NIST (FIPS 140-2, FIPS-197, FIPS-199, FIPS-200, SP 800-53)
- HIPAA / HITECH
- Sarbanes-Oxley
- Gramm-Leach-Bliley
- PCI DSS
- CJIS

Security – SRS is specifically designed to support customers in secure, regulated industries. Our Curvature SecureLink server operates on a dedicated server located within our own secure network – it is not a hosted server in the cloud relying on intermediary server functions provided by a different company. The connection initiated by the SRS Gatekeeper in your network establishes a secure, encrypted SSH tunnel to the SRS server.

FAQs

What kind of equipment is in scope for monitoring?	Dell EMC Symmetrix DMX, VMAX, and XtremIO Hitachi built RAID systems (USP, USP-VM, USP-V, VSP) (XP10000, XP12000, XP20000, XP24000, P9500) (SE9985, SE9990, SE9985V, SE9990V)
What monitoring tools does Curvature use?	Proprietary vPoint for Dell EMC Symmetrix Proprietary REM for Hitachi Built RAID

