

Remote Administration: Extend your Team with Remote Experts

WebTech Q&A Session – January 21, 2010

- 1. How does the Hitachi Data Systems Service Operations Center (SOC) include a VAR or SI in the communication chain to the customer?**

This needs to work in a mature partnership model as the SOC needs to interface directly with the customer due to the nature of the service. For example, if the customer requests an emergency change, the SOC can't wait until they can contact the partner to be able to respond. This is especially outside of normal hours.

The actual interaction and deliverable is a direct connection between the SOC and the customer site. However, any reporting will always be delivered via the partner.

- 2. Are all the shown tools included in the SOC service or does the customer need to buy and install them?**

Tools can be included as part of the service if the customer doesn't already have them licensed.

- 3. What objections do you typically see around connectivity and how does the SOC respond to them?**

Customers have obvious concerns regards remote access to their live storage infrastructure. The SOC offer various types of secure access via VPN (IPsec / SSL), RACC, and WebEx. SOC access can be restricted to management servers. SOC access and accounts can be enabled and disabled as part of the change management process. For remote reporting, access can be a one-touch installation, after which the customer uploads raw data to the SOC on a regular basis. All SOC access tools and peripherals are stored securely and the SOC itself is a secure environment.