

Hitachi Remote Ops monitoring system guards your Hitachi solutions with powerful and secure 24/7 monitoring, alerting, data collection and support analytics, so you can spend more time focused on business.

**DATASHEET**

## With Hitachi Remote Ops Monitoring System, You Can Be Sure You're Operating Optimally

### The Value of Hitachi Remote Ops

With your data security and availability always our top priority, Hitachi Vantara reduces risk, accelerates time to resolution and improves your performance with Hitachi Remote Ops monitoring system. Remote Ops gives you constant access to the full spectrum of our unmatched Global Support Center infrastructure and expertise while satisfying the highest security requirements to protect your environment.

Remote Ops monitors, alerts, collects data and provides analytics to us about your Hitachi solutions, 24/7. We'll always know what code level you're on and when you need service. And, Remote Ops can make recommendations to improve your performance. Since Remote Ops performs regular health checks to analyze errors and automatically opens a case for you when needed, Hitachi Vantara experts can contact you proactively and tune your environment remotely, while always keeping your data secure.

### Early Alerting and Insight Help You Run at Peak Efficiency

- 24/7 monitoring means that Remote Ops opens a support ticket and obtains and uploads troubleshooting logs as soon as an issue is detected, sometimes before you're even aware there's a problem.

- Virtual, immediate troubleshooting identifies and resolves issues fast: It's as if Hitachi Vantara experts are on-site at your location.
- Secure access with encryption and authentication keeps error and configuration information tightly controlled, and your production data can never be accessed.
- Automatic collection and analysis of diagnostic data replace manual and time-consuming tasks.
- Trend analysis and performance reports extract all the value your data has to offer.
- A proven track record and continuing enhancements make Remote Ops a key service tool that is always evolving to bring you greater insight into your environment.
- Remote Ops is the most cost-effective method for continuously and securely monitoring Hitachi storage and solutions, as well as many third-party products, including offerings from Cisco and Brocade.

### Absolute Commitment to Security With Options That Fit Your Requirements

Given that the integrity and security of your data is our highest concern, development of Remote Ops monitoring system always complies with the latest security standards. Since Remote Ops interacts solely with service-related information, your production data remains private and

untouched. Remote Ops delivers additional security in its transport of the service data to Hitachi Vantara through the use of industry-standard HTTPS and by always originating the connection in an outbound direction from your site. This means you never have to make a firewall exception for inbound traffic.

Remote Ops automatically reports configuration information to Hitachi Vantara and collects and analyzes diagnostic data that gives our support team rapid transparency into potential issues. You can choose to receive email alerts when Remote Ops detects an issue. To facilitate the fastest outcomes, you can opt to allow Hitachi Vantara specialists to remotely connect to the maintenance interface or your devices via a secure HTTPS link from your site.

This link is established by our Remote Access Control Center (RACC) site agent application and allows authorized specialists in Hitachi Vantara's Global Support Center to remotely perform functions to keep your environment running at peak performance as well as remotely obtain additional logs to expedite the troubleshooting and resolution process. This RACC function has the following security features:

- Only authorized Hitachi Vantara support specialists may establish a connection with your site, and only by using the Hitachi Vantara internal network. The

secure tunnel appliance cannot connect to any other location.

- You have multiple levels of control over whether the connection can occur, and can terminate the session at any time. The connection will forcibly disconnect if it is left open with no activity.
- All connection activity is recorded and timestamped in access logs that your administrator can view at any time.
- You can create your own firewall rules for the Remote Ops secure tunnel, allowing for an additional layer of independent security.

## Hitachi Remote Ops Never Stops Working for You

Hitachi Remote Ops monitoring system guards against unforeseen disruption and protects your data 24/7 with continuous monitoring of your Hitachi products and solutions.

For more information about the benefits of Remote Ops and how it can answer your data protection imperative, please contact your Hitachi Vantara representative or visit customer support services.

## HITACHI REMOTE OPS EASILY PASSES INDEPENDENT SECURITY AUDIT

Independent testing from ICSA Labs validated that Hitachi Remote Ops monitoring system provides safe and reliable remote management of storage devices and equipment while remaining secure from attack. ICSA Labs reports:

*"During the course of testing, Remote Ops platform and its individual components were found to be secure from intrusion and that Remote Ops could be installed, administered and operated securely. The Remote Ops platform was not found to introduce any vulnerabilities into an existing network infrastructure."*

## HITACHI REMOTE OPS MONITORING SYSTEM SUPPORT

Hitachi Remote Ops monitoring system supports the following Hitachi products and solutions, as well as products from third-party companies:

- Hitachi Virtual Storage Platform (VSP) 5500, VSP 5500H, VSP 5100 and VSP 5100H.
- Hitachi Virtual Storage Platform F series: VSP F1500, VSP F900, VSP F800, VSP F700, VSP F600, VSP F400, VSP F370, and VSP F350.
- Hitachi Virtual Storage Platform G series: VSP G1500, VSP G1000, VSP G900, VSP G800, VSP G700, VSP G600, VSP G400, VSP G370, VSP G350 and VSP G200.
- Hitachi Virtual Storage Platform first generation.
- Hitachi Unified Storage VM (HUS VM).
- Hitachi Unified Storage 100 family: HUS 150, HUS 130 and HUS 110.
- Hitachi NAS Platform (HNAS 4xx0) and 3xx0).
- Hitachi Content Platform (HCP).
- Hitachi Compute Rack (CR), including CR 210H, CR 220, CR 220H and CR 220S.
- Hitachi Compute Blade (CB), including CB 320, CB 2000 and CB 2500.
- Cisco and Brocade switches and directors.
- Hitachi Protection Platform family (HPP).
- Hitachi Unified Compute Platform Director (UCP Director).
- Hitachi Unified Compute Platform Advisor (UCP Advisor).
- Hitachi Data Ingestor (HDI).
- Hitachi Data Discovery Suite (HDDS).
- Rack optimized server for solutions.

Customer  
Support  
Services

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## We Are Hitachi Vantara

Get Your DataOps Advantage, connecting data consumers with data creators. Accelerate your collaboration and digital innovation with one great solution partner.

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