Datasheet

Hitachi Remote Ops maximizes your investment with Hitachi's legendary reliability and secure, automated support

Hitachi Remote Ops collects and analyzes machine health data, reports configuration information, resolves system incidents, and preemptively opens cases to troubleshoot potential issues. This proactive approach leverages the full spectrum of Hitachi Vantara's Global Support's unmatched expertise, often resolving issues before you know them.

Simplify protection and maintenance with convenient automation that reduces risk, expense and time

In today's fast-paced digital landscape, staying ahead isn't just an advantage—it's essential. By choosing Hitachi storage solutions, you're not just investing in technology but also confidence. Unlock the full potential of your investment and elevate your uptime with Hitachi Remote Ops comprehensive 24/7 AI-powered oversight.

Beyond continuous monitoring and peace of mind, Remote Ops provides trend analysis, virtual troubleshooting, secure remote system updates, and predictive analytics recommendations to ensure your operations run smoothly. With Remote Ops, your operations are not just monitored; they are meticulously managed, preemptively optimized, and always secure, providing the ultimate solution for reliable protection.

Hitachi Remote Ops proactive and reactive diagnostics alert you to potential issues before they disrupt your business, identifying issues that affect performance, data integrity, availability and system health. You'll get immediate, secure visibility into your environment, actionable insights, and simplified support with remote and secure service features.

More Uptime, Less Touch

Your data availability is critical for serving your customers without interruption. Without ever sacrificing uptime or security requirements, Remote Ops makes it convenient to:

- Stay current on product updates and fixes to mitigate security vulnerabilities and known code defects.
- Enhance your systems with new features and functionality.
- Simplify remote updates, data collection and performance analytics.
- Give Hitachi Vantara's support team rapid transparency into potential issues in your environment and accelerate issue resolution.
- Protect your operations against unexpected issues and downtime.

Hitachi Remote Ops keeps your IT staff ahead of monitoring and updating systems by preventing critical issues, avoiding unplanned downtime, and freeing up time for other essential activities by providing:

- Proactive protection: Remote Ops comprehensive and automated capabilities identify more than 90% of issues that are resolved daily. We will always know your code level and when you need service.

- Predictive analytics and optimization: Recommendations for performance improvements are based on AI-driven trend analysis and machine learning. With dashboard views of performance, uptime, health checks, centralized log collection and performance analytics, you can conveniently plan for change activities, optimize your Hitachi storage solutions, and fine-tune your environment to improve system health, availability and performance.
- Efficiency and speed: Scheduling secure remote system updates removes the need for on-site touch. You can arrange for simultaneous updates across multiple storage systems and sites to reduce risk and save time and money.
- Easy deployment process: Remote Ops is included with all Hitachi maintenance contracts and conveniently accessible within the Support Connect website with just a few simple steps.

With Hitachi Remote Ops, routine tasks are simplified and more automated, freeing up valuable time. For example, when you open a case within Support Connect, our built-in AI prepopulates relevant information to enable faster resolution. With Remote Ops ensuring your Hitachi infrastructure runs smoothly, you'll have the peace of mind to focus on what matters most.

### Supercharge the value you receive from Hitachi Remote Ops with Hitachi Ops Center Clear Sight

Key insights from Hitachi Remote Ops telemetry data are used by Hitachi Ops Center Clear Sight to provide a clear view of health, capacity, and risk across your Hitachi Vantara data estate—block, file, object, and software-defined for HV storage—no matter where it's deployed globally. Like Hitachi Remote Ops, Ops Center Clear Sight is included with your support contract and accessible within Support Connect.

With Hitachi Remote Ops and Ops Center Clear Sight activated, you'll gain even greater global observability and actionable insights into operational and business data through easy-to-use dashboards, which improve decision-making and speed up issue resolution.

Hitachi Remote Ops and Ops Center Clear Sight are part of your Support Connect experience and are all included in your maintenance contract. To activate these advantages, follow these simple steps:

To reach a world of exclusive resources available to you, visit the Support Website, click Register, and follow the instructions to complete your account.

Go now. →
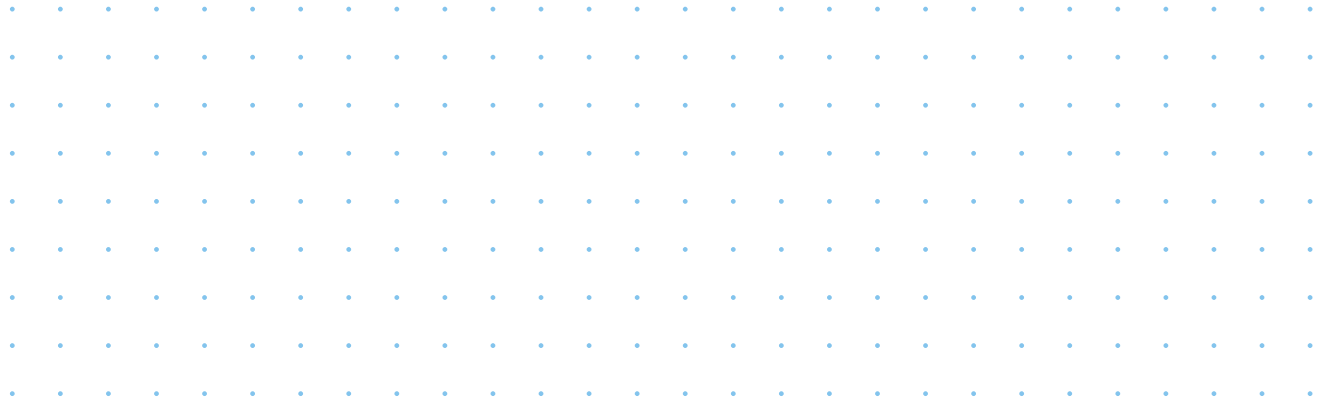
Access Hitachi Remote Ops and other essential support features all in one convenient place

We've taken your experience to the next level by integrating both Hitachi Remote Ops and Ops Center Clear Sight within the Hitachi Vantara support website. Support Connect is where you'll access status dashboards, predictive alerting, self-service features, and expert guidance, all from a single platform.

After a simple registration process, you can have unparalleled visibility into your Hitachi storage environment, all delivered via intuitive and easy-to-use dashboards. With Support Connect you can:

- Manage your product and site information.
- Create and track support cases.
- View product alerts, security fixes and product documentation.
- Get answers to common questions through our online Knowledge system.
- Download software updates.
- Schedule routine maintenance to protect your investment.
- Register for training and certification at the Learning Center.
- Connect with experts and peers in the Hitachi Vantara Community.
- View your Remote Ops dashboard for a comprehensive system health overview.
- View your Ops Center Clear Sight dashboard for actionable insights based on Remote Ops telemetry data for your systems, from site-specific details to system-level diagnostics.

Find out why Support Connect makes every maintenance activity smoother, faster, and more intuitive than ever before.

Take the next step – Empower your digital future

In an era where the digital landscape is ever-evolving, resilience is key. By choosing Hitachi Vantara storage solutions, you've invested in a crucial advantage: cutting-edge technology paired with unwavering confidence. Secure your future with Hitachi Remote Ops and the reliability of Hitachi Vantara's entire digital support ecosystem, backed by our dedicated specialists who understand your unique environment and add value every single day.

Register today for deeper insights into your systems, anticipate and swiftly address technical issues, receive expert guidance, and seamlessly access the latest updates to stay ahead of issues. It's more than just support—it's empowerment designed to keep you one step ahead.

Your Data is Fully Secure

Hitachi Remote Ops interacts solely with service-related system error and configuration information, so your confidential disk data remains private and untouched. When your storage systems report health status sent in an outbound direction originating at your site, inbound access is not required or used. Remote Ops only analyzes error, configuration, and environmental-type information and cannot access the customer data area of any Hitachi product.

Remote Ops' advanced systems diagnostics engineering design is embedded with secure, controlled access, layered encryption, and authentication. Because the Remote Ops connection is native to Hitachi's storage solution design, no additional software, site agents or platforms are needed.

Hitachi Remote Ops design and implementation satisfy the highest security requirements in the Fortune 500 space, reduce risk and accelerate time-to-resolution so you can stay focused on innovation.

Hitachi Vantara
A Hitachi Group Company