



IBM Enhanced Secure Support Overview

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IBM & Data Security

- IBM has a long history of providing clients with security technologies to protect data, applications, web, cloud and mobile computing
- Additionally IBM protects clients' data by providing secure data handling practices as defined in IBM standard security policy (ISO-27002)
- IBM continues to proactively evolve its practices and policies to respond to government, environmental and operational regulatory laws that govern data privacy and security
- **IBM Enhanced Secure Support (ESS)** is building on that standard security policy, responding to government, environmental and operational guidelines impacting privacy and security for sensitive data



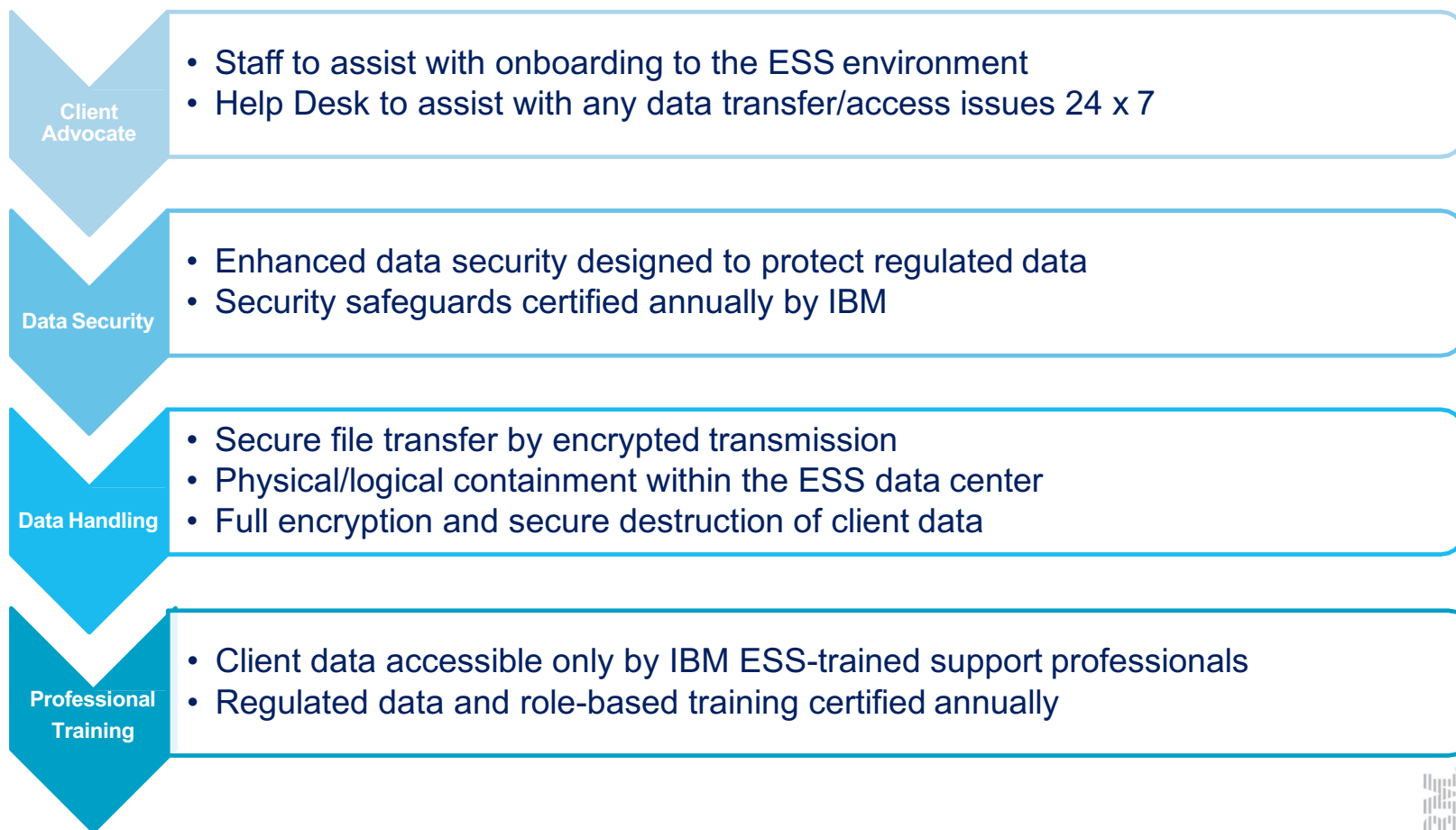
What is IBM Enhanced Secure Support?

- IBM Enhanced Secure Support (ESS) enables IBM clients to receive worldwide support in a consolidated data security environment
- Evolving support to meet or exceed changing government and regulatory guidelines for enhanced data privacy and security protection
- Only fully dedicated and Enhanced Secure Support-trained support professionals are authorized to access data within the ESS environment
- Data access is logged and data is securely destroyed when the support process completes
- ESS is currently enabled for Health Insurance Portability and Accountability Act (HIPAA)
- Over 1,400 IBM Clients are onboard ESS today

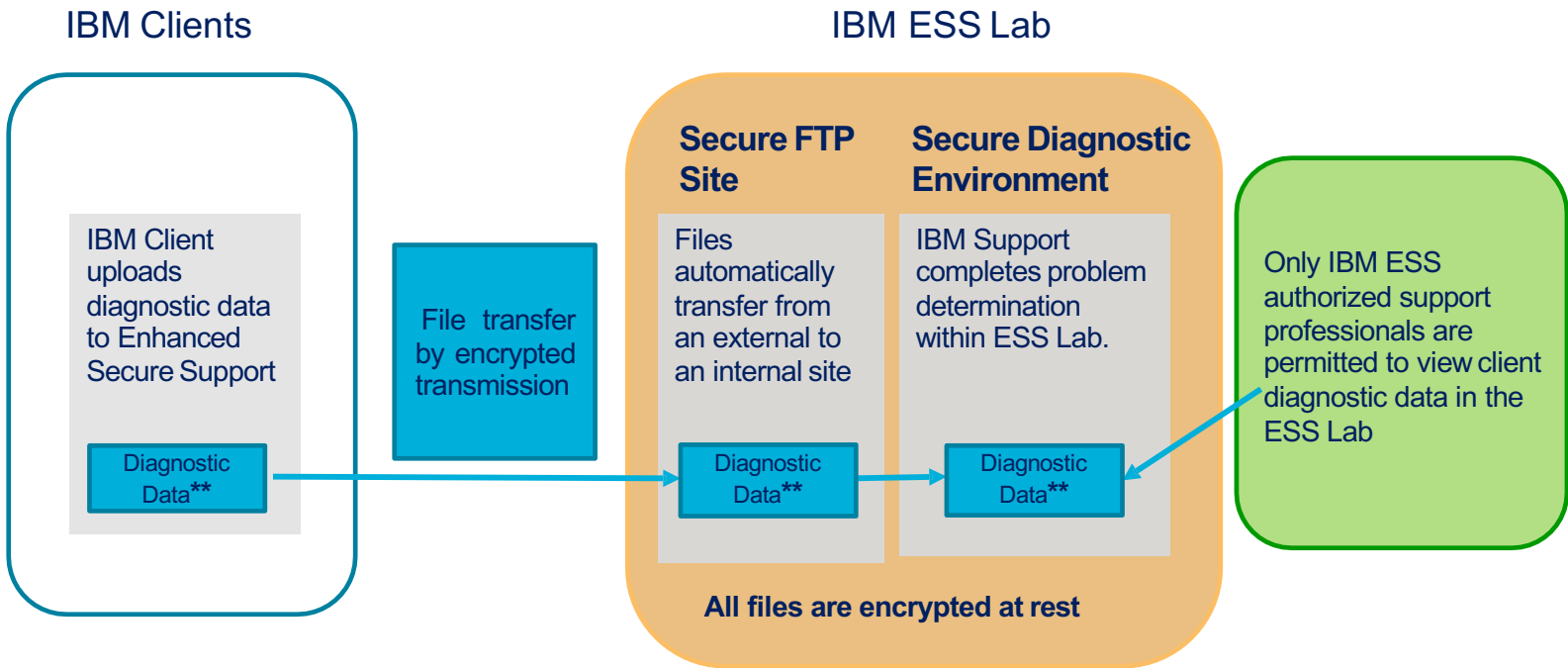


IBM Enhanced Secure Support Security Features

Additional security **over and above** IBM Core Security Practices for diagnostic data



IBM Enhanced Secure Support Overview



Notes: Diagnostic Data access is logged and data is securely destroyed after support process completes

**Diagnostic Data includes any sensitive data



Next Steps

For additional information contact us:

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