## IBM Enhanced Secure Support Overview



#### Data Security in today's complex world

- As the world grows in its complexity so does the amount of data being created
- Over 2.5 quintillion bytes of data are created every single day and by 2020, it's estimated that 1.7MB of data will be created every second for every person on earth
- Data is the new digital currency that businesses need to protect against potential security breaches
- Clients have a wide range of critical business data that need evolving layers of data security to protect against increasing threats of data loss



 Governments and industry are increasing legislation to help companies protect all data but are focusing on sensitive data and personal information



#### **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



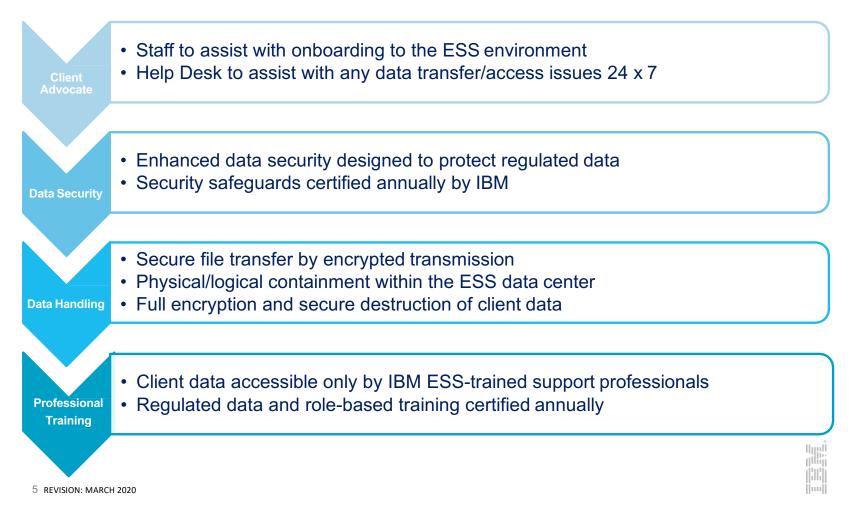
#### What is IBM Enhanced Secure Support?

- 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 Supporttrained 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

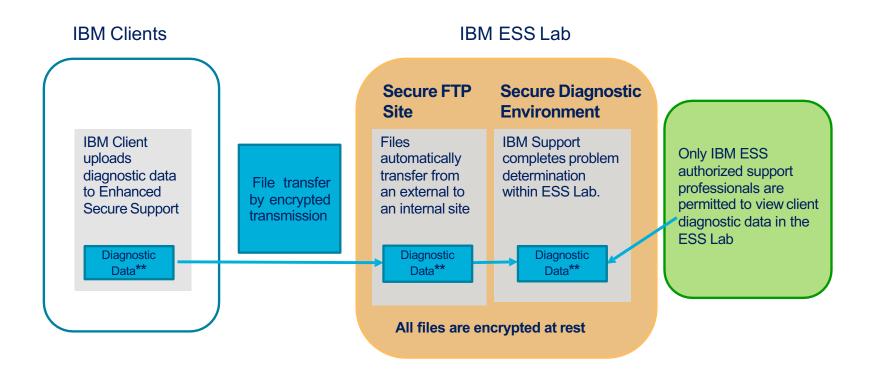


### **IBM Enhanced Secure Support Security Features**

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:

IBMESS@us.ibm.com