



## Managed Security Engagement Services

Engagement services are required for the implementation of Axxera's Security monitoring and management services. Engagement services assemble the appropriate Axxera resources to manage the implementation process for each customer site. These services enable Axxera to deploy and configure the tools and resources needed to establish monitoring and management services.

### Initial Implementation Services

- Audit and document site preparation requirements
- Establish Virtual Private Network (VPN) connectivity to the client site
- Prepare the remote deployment of Axxera management tools
- Configure the Axxera portal per the customer's specific requirements

### Monthly Maintenance Services

- Maintain and manage Virtual Private Network (VPN) device
- Maintain and monitor encrypted VPN connectivity to client site
- Update Axxera management tools as needed
- Maintain and update Axxera portal as needed
- Respond to and track service requests

#### Key Axxera Advantages

- Standardized and highly automated implementation processes
- Dedicated project managers to ensure a smooth and timely implementation
- Streamlined implementation schedules
- Proven methodologies that have been implemented numerous times

### Implementation Phases

1

#### Engagement

Kick-off Meeting

2

#### Discovery

Site Audit

3

#### Site Prep

Establish and Test Connectivity

4

#### Implementation

Load Axxera Agents

5

#### QA and Transition

Management Readiness Test  
Axxera Portal Training

## Implementation Process

The implementation process consists of five phases: Engagement, Discovery, Site Preparation, Implementation, and Transition to Support. The timeline goals for each phase of the project are indicated in calendar days. The Axxera implementation team will be responsible for the following:

### 1. Engagement

Goal: accomplish within 3 days of contract signature

- a. Send Engagement letter with project scope details
- b. Conduct kick-off meeting with customer to introduce key players and their roles and responsibilities
- c. Build project plan to record tasks, milestones and timelines

### 2. Discovery

This phase initiates the knowledge transfer from the customer to Axxera. Axxera and the customer jointly conduct a site audit to accomplish the following:

Goal: accomplish within 4 days of the kick-off meeting

- a. Determine the exact number and types of devices along with their monitoring and management requirements in the Discovery Document
- b. Document customer and data center contacts, facilities, and escalation information
- c. Document the requirements to prepare the site for VPN, security, remote administration, and installation of Axxera management tools

### 3. Site Preparation and Connectivity

Goal: accomplish within 4 days of completing the Discovery Document

- a. Enable and test VPN and remote communications access
- b. Verify access to administrative accounts on Security of application hardware devices, where appropriate for Axxera Security Managed and Monitored services
- c. Establish customer account in the Axxera portal

### 4. Implementation

Goal: accomplish within 7 days of establishing remote communications access

- a. Load Axxera management tools/devices in the customer environment, construct and test any custom monitoring scripts
- b. Populate Axxera portal with Firewall, Intrusion Detection System, and Hosted Intrusion Detection System, along with customer and data center contacts, facilities and escalation information
- c. Review and verify that all Incident Run-book pertaining to the customer's environment are established in Axxera portal and in "production" status

### 5. QA and Transition to Support

Goal: accomplish within 3 days of completing Axxera load

- a. Conduct internal Management Readiness Testing
- b. Conduct customer training on the Axxera portal
- c. Request and receive sign-off ("Go Live" authorization) from the customer for monitoring and management to begin

With the completion of phase 5, the implementation process is concluded. A post-implementation review meeting will then be conducted with the customer to finalize the transition to support.

If all timeline goals are met, the implementation will be complete within 21 calendar days of contract signature. These are realistic goals, developed from experience gained through numerous installations. The actual implementation timeline may be shorter or longer depending on the size and complexity of the customer environment, and the level of participation by the customer representatives.

### Service Requests

All customers may submit Service Requests through the Axxera Portal. Service Requests are informational or administrative requests such as, documentation, training, adding a user, reports, advice on technology, or scheduling downtime. Axxera ensures that all requests are processed and tracked efficiently with this system.

## Axxera Portal

The Axxera portal provides easy access to view vital details on the health of your mission-critical applications and devices. Complete system information including real-time and historical system status, performance reports, and ticket details are displayed through this secure web interface. At any time you may logon to review how our analysts are responding to issues, or to access any of the dozens of performance reports and charts.

### Overview of Features

**Homepage Dashboard** - At-a-glance view of your system and ticket status, plus one click access to the most common reports and trend analyses

**Security Reports** - Weekly and monthly snapshot of ticket activity and security incidents serves to target recurring problems

**Device Configuration** - Filtered views along with drill-down details, provide a consolidated near-real time view of the performance of network devices, applications, and security devices.

**Ticket Details and Work Notes** - Advanced ticket search capabilities; comprehensive ticket details and work notes.

**Performance Graphs** - All performance statistics can be graphed.

**IRS** - incident run-book steps can be reviewed in our Portal.

**User Info** - Add users and update contact details for event notification

**Schedule Downtime** - Schedule downtime on any security device or application to avoid unnecessary alerts

**Service Requests** - Requests for training, documentation, enhancements, etc. are recorded, prioritized and tracked

## Additional Services – Consulting

The following services are available upon request as one-time services. Occasionally a customer may make changes to their environment that will require a change to the management configuration that was established during the implementation process. The solutions below describe services beyond the scope of the original Engagement Service. (Note: For a complete list of optional services, please speak to your Axxera representative.)

### Reinstallation of Axxera Agents

Axxera engineers will reinstall the Axxera management tools on a device if the customer or third party has re-imaged or replaced

the device. This service includes any simple or complex IP change as required to ensure connectivity.

## Service Details and General Requirements

### Connectivity

To secure the management connection, and the data transmitted over it, a Virtual Private Network is used. In a typical configuration, the VPN will terminate on the exterior of the customer firewall. The installation and configuration of the VPN must be complete before installation can begin.

### Site Preparation Responsibilities

Site preparation other than installation of the VPN device is specifically excluded from this service. The customer is obligated to prepare the site to enable security management services, remote administration accounts, and other steps as determined in the Discovery Document (discovery phase of the implementation process). The customer may elect to have Axxera perform additional site preparation services .

### Out-of-Band Management

With the Axxera Security Managed and Monitored service solution, we recommend an out-of-band connection into your host environment. The out-of-band connection is necessary to establish contact with the customer's critical network devices in case of a critical device outage. With this solution, we have the option to connect using a remote VPN session or connect via a dial-up session.

### Customer Obligations

Inability or failure to complete customer obligations may result in additional charges on a time and materials basis. The customer is responsible for the following:

- Providing accurate technical documentation and information pertaining to their environment, including topology diagram
- Participating in and contributing to the Discovery Document process
- Providing designated, authorized contacts and escalation personnel and remote administration access other than installation of VPN

- Providing login access to all devices being managed with the Axxera Security Managed and Monitored solutions
- Preparing site for remote installation of monitoring components
- Providing access to customer environment for remote installation services as required
- Providing secure, VPN access to the customer environment. May require modifications to customer firewall rule set
- Providing maintenance window for implementation activities, including installation of management components and operational readiness testing
- Providing timely notification to Axxera of changes to the customer environment that affect monitoring and management

### **Variations**

Actual services may vary due to specifics of the customer environment, technologies in use, and release versions.

### **Customized Services**

The following services are not included, but can be provided at additional consulting charges.

- Management of warranty and maintenance contracts
- Administration of vendor contracts
- Application licensing and license maintenance
- On-site repair, maintenance and administration
- Upgrade version of operating systems
- Global infrastructure changes
- Installation and implementation of new equipment of upgrades

### **About Axxera**

Founded in 2007, Axxera is uniquely positioned to safeguard the electronic presence of today's corporations. Our founders pioneered the security industry by designing, and building security infrastructure worldwide. Axxera has helped secure hundreds of global organizations, and e-businesses.

Axxera Managed Security Services delivers the expertise, tools and infrastructure you need to secure your information assets from Internet attacks 24/7/365, often at a fraction of the cost of in-house security resources. Access to the Axxera Portal a secure Web-based management tool, provides a single interface to easily monitor the security of your overall infrastructure of managed and unmanaged security devices.

Axxera's proprietary technology platform enables detailed processing of every event on your network. Our processing model gives expert analysts at Axxera's Security Operations Centers the advanced tools they need to provide real-time analysis and protection.

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