

VIRTELAVIEWSM – ONLINE CUSTOMER PORTAL

VirtelaView is a web-based network management portal that allows customers to securely access account information, administer remote users, monitor real-time network performance and manage trouble tickets.

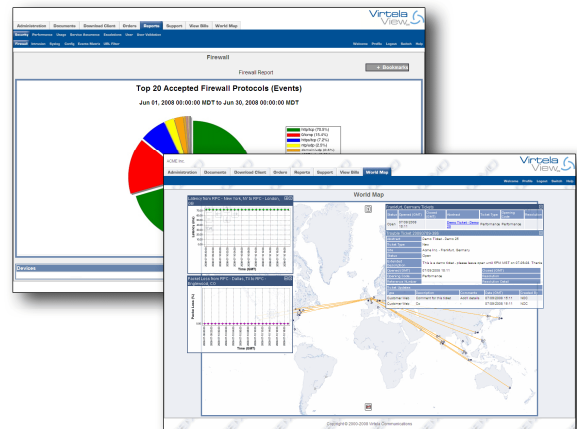
Increasing demands placed on limited network engineering resources have made managed network solutions an appealing and cost-effective alternative to in-house deployment and management of site-to site and remote networks. Traditional managed network solution providers offer few, if any, customer management tools, leaving network managers without the information or control necessary to properly manage their networks. Today, network managers require real-time control over the performance, availability and utilization of their network, and must also be able to efficiently manage remote users.

VirtelaView is a secure, web-based Customer **Network** Management System (CNMS). Through a user-friendly interface, VirtelaView allows customers to monitor, modify and report on their Virtela-provided Virtual Private Network (VPN) and application services from anywhere in the world.

KEY FEATURES AND BENEFITS

VirtelaView provides customers with real-time network access, allowing them to remain informed and in control of their networking solution.

- Web-based Customer Network Management System (CNMS)
- Real-time Visibility and Control of Network Performance
- Secure Access Via Any Internet Connection
- Easy Turn-Up and Management of Remote Access
- Ability to Order and View Status of Additional Services
- Built-in, Industry-standard Security
- 24x365 monitoring and support
- Trouble Ticket Management
- Ability to Delegate User Administration
- Multi-level Account Management
- Access to Virtela Invoices



VirtelaView Provides the Tools Users Require to Manage Their Network:

Role and User Administration

Customers can manage remote user access by creating accounts and associating them with control access privileges.

Remote Access Client Distribution

VirtelaView simplifies distribution of Virtela's preconfigured Remote Access client. Once a user's account is created by their administrator(s), the user can log into VirtelaView and download the VPN client software from any web browser.

Performance Reporting

VirtelaView provides detailed network and application performance reporting capabilities. Reports contain real-time measurements including latency, packet loss, jitter, availability and utilization. Additional network and application performance and utilization reports (e.g. HTTP, FTP and SMTP) are also available.

Trouble Ticket Management

With VirtelaView, customers can create, view and update trouble tickets that instantly notify Virtela's 24x365 Network Operations Center (NOC) of any service-related issue. Customers can also query historical trouble ticket information.

Order Management & Online Bill Presentment

The VirtelaView Order Management module enables customers to order additional services and view the status of their existing orders online. VirtelaView also allows customers to access their bills online.

Re-branding Capability

VirtelaView allows customers to re-brand the website with their brand and identity. This enables customers to maintain a consistent identity internally and well as provide a consistent image for business-to-customer relationships.

Cost Effective

VirtelaView is included at no charge with Virtela's VPN solutions. This complimentary service provides customers with real-time visibility of their network performance and the control to modify and add services.

Secure

VirtelaView offers built-in, industry-standard security. Customers connect to VirtelaView via the secure HTTPS protocol. Authorized users must provide a user ID and password, and Virtela offers optional SecurID Two-Factor Authentication services and encrypts and stores all passwords. Customers can define unique password policies including: prohibited password re-use, forced periodic changes, minimum length, alphanumeric and special character requirements, and limited number of invalid password attempts. Virtela logs all successful and unsuccessful access attempts.

Customer Control

VirtelaView gives customers unprecedented visibility and management control over their network. Network managers are able to entrust any or all of their monitoring responsibilities to Virtela to increase focus on their core business.

Multi-Level Account Management

VirtelaView supports multiple tiers of customer-to-user relationships, giving customers the power to manage users' accounts, contact, and service information. Customers can co-brand or re-brand the VirtelaView service and can delegate user administrative authorities so they can manage their network services and user access.

End to End Management

Virtela's Global Operations Center (GOC) is staffed 24x7 with a highly trained team of experienced security engineers and network experts dedicated to the design, implementation and maintenance of secure networks by proactively monitoring the safety of customer networks.

ABOUT VIRTELA

Virtela, the world's largest independent managed services company, offers award-winning managed services including MPLS and IP-based Virtual Private Networks (VPNs), Security, Application Acceleration, Remote Access, and Infrastructure Monitoring and Management, to some of the most competitive multinational companies in the world. Offering services in more than 190 countries, Virtela integrates and manages best-of-breed service providers through partnerships with 500+ carriers, to address the unique needs of our customers. Virtela is headquartered in Denver, Colorado, with Global Network and Security Operations Centers in Denver; Mumbai, India; and Manila, Philippines. For more information, please visit www.virtela.net.