

Network Security Management

Hackers collaborate extremely well, making it necessary for network guardians to do the same. When customers select Virtela's Security Management, we strive to give assurances of the quality of the work we perform. Virtela's team of security engineers vigilantly collects information from security vendors regarding each of their platforms to ensure the devices we manage are not inadvertently exposed.

Our online portal, VirtelaViewSM provides reports that allow customers to keep their finger on the pulse of Virtela managed devices. Through sharing of performance, configuration and event data, customers remain well informed of network integrity. As events occur, they are presented within VirtelaView. If an event generates an alert, customers are contacted within 15-minutes with an explanation of the situation and a recommended course of action. Customers may follow our recommendations or collaborate to determine an alternative response. Customers always retain control of any changes made to their environment.

Adding security hardware is the first step in ensuring network integrity, but equipment is only as capable as its configuration and only as relevant as its last update. To guarantee security, every device must be properly maintained and perpetually managed. The following are key elements of Virtela Security Management:

Integrity Patching and Updates: As new vulnerabilities are exposed, Virtela examines the risk and appropriate response. When the integrity of a managed device is at risk, Virtela will schedule and apply appropriate patches or updates. If the recommended remediation is through configuration changes, Virtela will present the recommended changes for approval.

Configuration Validation and Application: Virtela applies configuration changes on behalf of our customers with a qualified engineer reviewing each request. The inclusion of Virtela's expert eyes on every configuration change drastically reduces and likely eliminates one of the greatest threats to network availability.

Event Response: All Managed Security Services include Security Monitoring. When monitoring reveals an event, the event is flagged and Virtela implements recommended actions. Customers may be actively involved in every alert with additional input to Virtela's recommendations, or they can empower Virtela to remediate independently.

The majority of network outages are self-induced, caused by poorly considered configuration changes with the unforeseen impact of dropping connectivity or blocking applications. Through Virtela Security Management this risk is dramatically reduced. Changes are first reviewed by the customer, then by a Virtela engineer and finally by a peer analyst prior to application. If any one of these reviewers recognizes the potential for negative impacts the request is flagged and the customer contacted. Through this rigorous evaluation, Virtela has prevented untold network and application outages. This benefit alone has prevented many extended hours of downtime and lost productivity.

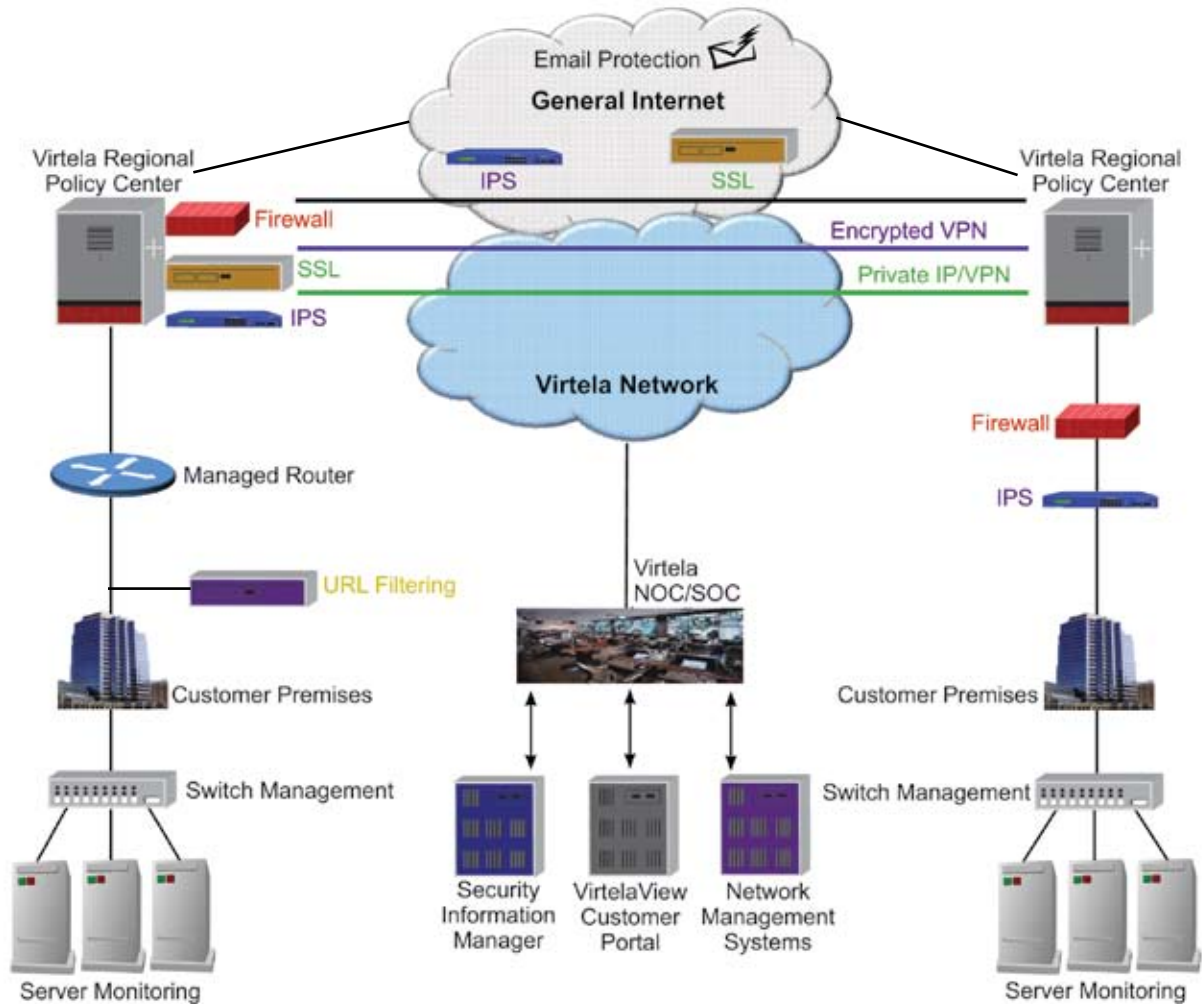


Key Benefits:

- Cross-platform rule application
- Simplified incorporation of new or custom hardware/devices
- Vulnerability tracking and review
- Customer-specific rule definitions support
- 15-Minute event notification with 24x7 coverage
- Actionable event response
- Ongoing OS patching and updates

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Security management requires both the skills to understand current threats and the tenacity to consistently perform hardware maintenance. Doing both well is a non-trivial task. Virtela employs talented engineers to ensure threats are not overlooked and configurations are not inaccurately applied. Through Virtela's Security Management, customers gain immediate expertise and access to a wide array of security solutions without building in-house expertise for every desired device and vendor.



About Virtela:

Virtela Communications Inc. delivers award-winning network and security solutions to many of the world's largest and fastest-growing multinational companies. Currently serving customers across six continents, Virtela's network reach spans more than 190 countries. Virtela's unique Global Service FabricSM offers the foundation for delivering critical applications via the company's acclaimed service methodology, with a services suite that includes MPLS and IP-based virtual private networks (VPNs), security services, remote monitoring and management of WAN/LAN infrastructure, and converged services (data, video, voice).

