

## Remote Access Internet Services

Virtela provides global enterprises with Remote Internet Access Services via iPass, leveraging a network of dial, WiFi hotspots, and broadband locations accessible by using remote client software. The network consists of over 80,000 Wi-Fi hotspots, 19,000 hotels, 450 airports, and 30,000 local dial-up POPs.

The iPass client software can be downloaded via the VirtelaView<sup>SM</sup> web portal and updates are automatically pushed over the Internet as needed. As an option, the universal client can be enabled to show non-Virtela provided networks, providing end-users with a single unified view to access any connectivity available.

Committed to providing customers with the highest level of customer service, Virtela's Global Operations Center (GOC) is staffed 24x7 with a team of highly trained engineers and network experts dedicated to the design, implementation, and maintenance of customers' remote access networks. Virtela provides troubleshooting for IT Help Desks assisting end-users either through direct support or through a warm handoff.

Remote users need a means to connect to the Internet using a unified interface to minimize any calls to IT for support. Global corporations require the full range of international dial, wired and wireless broadband so that end-users have a means to connect, while centralizing billing for all services. Currently corporations have no idea what they are spending on WiFi and hotel broadband as the charges are hidden in individual employees' corporate expense reports. They also have no means to negotiate better rates as the charges are all decentralized so there are no volume benefits. Typically end-users are paying list prices on expensive day passes. In the UK, for example, \$30/user for a day pass is typical.

Virtela has sold this solution to a variety of multinational corporations largely as a means for traveling employees to connect to the Internet in order to then access their corporate applications using either an IPsec or SSL VPN. CFOs like the centralization of expenses, as they now know what they are spending on Internet connectivity vs. burying the costs in expense reports, and can eliminate expensive day passes. End-users like the ease of use of a single client, as well as single sign-on to their corporate VPN. Typically logins and passwords leverage a customer's existing authentication database so the end-user's experience is seamless. The same end-user login and password that is used to access the corporate LAN is used for remote access as well, minimizing any help desk calls.

### **Key Benefits:**

- Single client for all access: global wired, wireless broadband, dial, customer LAN
- Client can access non-Virtela provided locations via auto-detection
- Centralized billing for all services
- Great for business continuity when main Internet connection is down
- Secure authentication with encrypted credentials
- Virtela hosted authentication database or proxy to customer's authentication database
- SSL VPN integration to allow single sign-on
- Availability and login success SLAs
- 24x7 NOC support
- VirtelaView web portal for end user usage statistics



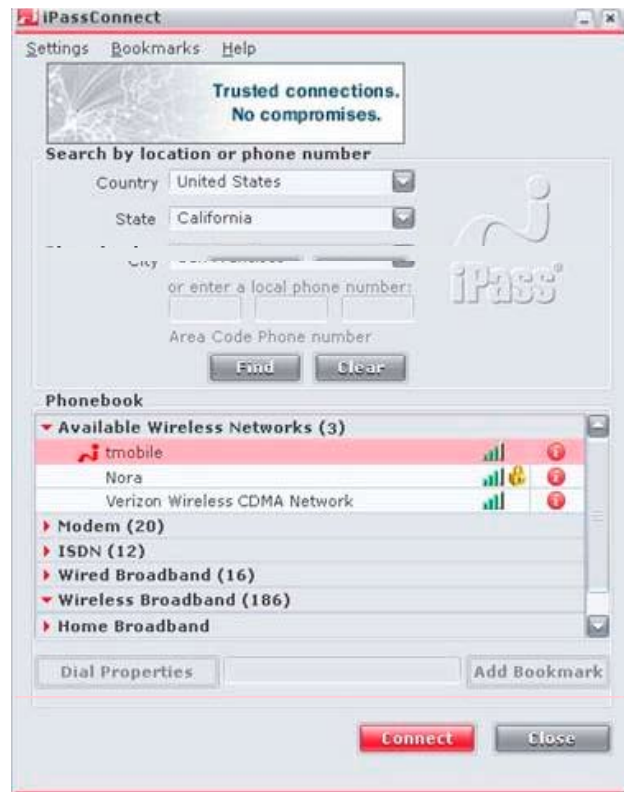
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Virtela's partnership with iPass integrates our security expertise and solution provider capabilities with iPass's industry leading anywhere/anytime global coverage. This partnership provides an overall comprehensive product suite and consultative process allowing for the design of the most optimal remote access solution including Remote Internet Connectivity, SSL VPNs, global load balancing, IPS, firewall, WAN acceleration, MPLS, and IPsec VPN options.

Virtela provides 24x7 monitoring, management, and troubleshooting of the full solution via a highly trained team of experienced engineers and network experts dedicated to the design, implementation, and maintenance of customers' remote access networks. Virtela's GOCs are located in Denver, CO, Manila, Philippines, and Mumbai, India. The majority of Virtela's support staff have advanced degrees in technical fields therefore troubleshooting begins the moment we pick-up the phone.

### The iPass Client Benefits:

- Access any network including non-iPass networks
- Automatic Network Detection
- Support for MAC, Windows, Pocket PC, Vista
- Phone book lookup capability for dial and WiFi
- Automatic phone book updates
- Integrated with VPN and security policies



### 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 Fabric<sup>SM</sup> 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).

