Predictive Network Analytics Platform

**Virtela’s innovative technology platform for proactively identifying and resolving IT operational issues before they impact network health.**

**OVERVIEW**

Optimized networks enhance the end-user experience—whether global staffs access critical applications and data from branch offices or remotely. Minimizing capital and operational expenses supports your profitability goals. Virtela delivers both.

By applying automation and predictive analytics technology to our IT Infrastructure Management service, we go on the offensive. We accelerate the identification and resolution of IT infrastructure issues before they impact operational performance.

Through Virtela Predictive Network Analytics, you can significantly reduce downtime and operating costs while eliminating the need for multiple management tools and the expertise to support them. In fact, Virtela’s end-to-end suite of enterprise networking and virtualized IT services with full lifecycle support helps you to optimize your network, your IT investments and your IT team.

**KEY FEATURES**

Virtela will partner with you to manage all or part of your IT network and security infrastructure. Virtela IT Infrastructure Management services—part of our end-to-end suite of enterprise networking and virtualized IT services with full lifecycle support—are available in more than 190 countries and include:

- **Ongoing management** – Skilled engineers in the Virtela Global Operations Centers leverage the platform to provide 24×7 predictive modeling, monitoring and management of Virtela IT Infrastructure Management services, including services for virtualized data centers and private clouds.

- **Issue identification and resolution** – The platform continuously analyzes and processes a large number of log and event data generated by network, security and other devices.

- **Holistic problem-solving** – The technology is uniquely designed to solve problems at a multidimensional, end-to-end service level, rather than just at the specific component or device level.

- **Breakthrough technology** – The analytics algorithm is based on advanced pattern matching, data mining and statistical forecasting.

- **Multivendor support** – The Virtela Predictive Network Analytics platform supports 50+ technology vendors.

- **Full visibility and control** – Meaningful, actionable data generated by the Predictive Network Analytics engine is available 24×7 via the VirtelaView customer portal, which provides a real-time view into the performance of your IT Infrastructure Management services.

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IT INFRASTRUCTURE MANAGEMENT

END-TO-END SERVICES
Virtela leverages the Virtela Predictive Network Analytics platform to deliver our suite of infrastructure management services. We manage a wide array of network, security, application acceleration and other infrastructure and devices, whether located at your headquarters or branch offices, or in a private or public cloud. We monitor and manage the infrastructure for optimal performance and provide deep reporting on all devices. Virtela IT Infrastructure Management services include:

- **LAN/WAN** – We manage LAN and WAN devices such as switches, routers, wireless LAN controllers and access points, hubs, terminating devices, WAN optimization devices, and more from a wide variety of vendors.
- **Data Center** – Virtela provides a single source to design, implement and manage virtualized data centers and private clouds. We manage a wide array of data center infrastructure, such as LAN switches, load balancers, application acceleration appliances and security devices.
- **Unified Communications/IP Telephony** – The service includes the monitoring and management of routers, switches, voice gateways, call manager servers, IP PBXs, and other devices down to the handset, as defined by your specific coverage needs.
- **Security** – Virtela uses Predictive Network Analytics and advanced security management systems to provide real-time alerting for DDoS events. We also proactively monitor and manage SIEM services, malware protection systems, cloud-based firewalls, SSL and VPN gateways, and more.
- **Video** – Virtela supports video deployments from a wide variety of vendors, spanning Unified Communications (UC) devices, video endpoints, video/telepresence room equipment and other technologies.

PREDICTIVE NETWORK ANALYTICS CAPABILITIES
In addition to optimizing your network, offloading the operations and management of key IT network and security infrastructure and processes to Virtela gives you more control of your global infrastructure and IT budget. Through a centralized management platform, Virtela consolidates:

- Capacity analysis
- Threshold alerting
- Trend projections
- Network anomalies
- Application behavior anomalies
- Dynamic algorithms
- Service health indexing
- Predictive forecasting

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FULL LIFECYCLE SUPPORT
Virtela offers the full lifecycle of design, delivery, and ongoing management, with an extensive services suite. In addition to IT Infrastructure Management, Virtela offers managed network, remote access, security, application acceleration and mobility services.

“*The Inteva IT organization and infrastructure operate at less than 1% of our total revenue, which is world class in our market. Virtela frees up our resources and budget, and enables our IT team to focus on the strategic needs of the business.*”

— Dennis Hodges
CIO, Inteva
BENEFITS

SMOOTH OPERATIONS
Predictive, proactive network analytics deliver:

- **Improved network health** – Skilled engineers leverage the technology to diagnose more than 95% of potential network issues before they can impact network health and operational performance
- **Accelerated issue resolution** – By using predictive analytics algorithms and rules, Virtela can more quickly identify root causes, hidden conditions, and early warning signs that could potentially lead to outages
- **Reduced downtime** – By proactively addressing issues or avoiding them altogether, the advanced platform enables you to achieve a 5X reduction in downtime
- **Decreased costs** – Reduces support and operating costs by an average of 30%
- **Enhanced end-user experience** – Proactive monitoring and enhanced network performance enable a superior end-user experience for your staffs around the globe

NEW EFFICIENCIES
Virtela network discovery and inventory tools can help optimize your maintenance contracts. Network modeling tools help further reduce downtime by modeling changes before they are made and automatically detecting network configuration issues.

Virtela’s integration of audit logs with existing compliance tools help you meet compliance requirements. Whenever service configuration changes are needed to meet your changing requirements, Virtela can deliver them speedier than traditional network providers—by an average of 90% faster.

MORE EMPOWERED IT STAFFS
Virtela Predictive Network Analytics supports your IT team with streamlined management and valuable expertise:

- **A strategic partnership** – Virtela serves as an extension of your IT team, offering advanced support and technology to free up your staffs to focus on driving the business while they rely on Virtela to deliver predictable and consistent infrastructure performance
- **Streamlined management** – Virtela’s end-to-end suite of IT Infrastructure Management services enables a single point of contact worldwide for proactive management of a wide array of multivendor IT infrastructure and devices
- **Industry expertise** – Virtela IT Infrastructure Management services and Predictive Network Analytics eliminate the need for you to deploy multiple management tools and hire the expertise to support them

DID YOU KNOW?
Virtela Enterprise Services Cloud (ESC) is the only global cloud purpose-built for enterprise networking, security and mobility. Virtela ESC virtualizes IT services to enable asset-light branch offices, rapid service activation and lower costs.

INDUSTRY AND TECHNOLOGY PARTNERSHIPS
Virtela has the expertise and technology partnerships to manage a broad array of IT infrastructure and devices, whether they’re located at your headquarters and branch offices, or within private or public clouds.

Virtela IT Infrastructure Management services can also be leveraged by Virtela’s partners worldwide. The services can fully integrate with partners’ back-end systems, making it easy for them to private-label Virtela’s services, offering a seamless service to end customers.
PASSIONATE ABOUT SUPPORT

VIRTELA GLOBAL OPERATIONS CENTERS

Virtela IT Infrastructure Management and all of Virtela’s managed network, security and mobility services are supported by Virtela Global Operations Centers. Virtela’s world-class Global Operations Centers perform 24×7 predictive modeling, monitoring and management with hands-on expertise across best-in-class technologies, delivering a superior end-user experience to the distributed enterprise.

VIRTELAVIEW CUSTOMER PORTAL

The VirtelaView customer portal gives you end-to-end transparency into your Virtela services, for unprecedented visibility and control:

- **Trusted data** – The portal offers you extensive meaningful and actionable data generated by the Virtela Predictive Network Analytics engine
- **Customizable dashboard** – By tailoring the dashboard based on your unique requirements, you can securely monitor real-time network performance and usage, view security service attributes, access order status and billing information, administer remote users, manage trouble tickets and more
- **Health Index Report** – The report—generated by the Predictive Network Analytics engine—presents the overall status of your Virtela managed devices at any given moment, taking into consideration multiple attributes, weighting measured values against the significance of each attribute to calculate values for overall health
- **Other valuable reports** – The portal gives you access to predictive, real-time and historical reports about your Virtela-managed IT infrastructure
- **Integrated support** – VirtelaView complements Virtela 24×7 follow-the-sun Global Operations Center support and is included with all Virtela services

WORLD’S FIRST TIME-TO-REPAIR SLA

Conventional Mean-Time-to-Repair (MTTR) SLAs are based on an average of many incidents across devices. Companies can experience an extended outage of a critical site or device that seriously impacts operations yet isn’t an SLA violation.

Virtela is able to offer the world’s first *actual* Time-to-Repair (TTR) SLA for infrastructure management services. Virtela’s TTR SLA uniquely guarantees the actual time to repair each device or service. The result is far more meaningful penalties if companies experience significant performance degradation or outages.

“Virtela’s proactive management of our network significantly reduces the demand on our fairly small networking team, which decreases our opex costs. Instead of dealing with network outages common with our previous provider, we can focus on bringing value to the QAD organization.”

— Leif Petersen
CIO, QAD

RECENT AWARDS

Virtela Predictive Network Analytics:
2012 American Business Awards Gold Stevie Award for Best New Service • 2012 Global Telecoms Business Quality of Service Innovation Award • 2012 Best in Biz Awards Enterprise Service of the Year • 2011 Golden Bridge Award for Best Innovation in IT Services

Virtela IT Infrastructure Management:
2013 Communications Solutions Product of the Year Award • 2013 Fierce Innovation Award in the Data Centers Category