

## PRODUCT BRIEF

The Open Systems Secure SD-WAN delivers fully integrated management capabilities – and much more



Open Systems services are ISO 27001 certified.

## The SD-WAN with Zero Compromise

**Enjoy comprehensive network and security monitoring, deep analytics, and unlimited interaction with our expert-level engineers**

The Open Systems Secure SD-WAN is purpose-built to deliver integrated, best-of-breed network features and technologies alongside robust security defenses at every level. Customers enjoy complete visibility, flexibility, and control over their global networks from a single pane of glass – and these features are just the beginning of the Open Systems Secure SD-WAN offering.

The Open Systems Customer Portal is not only your window into the dozens of features and protections built into the Open Systems Secure SD-WAN – it's also your interface to the expert-level Open Systems engineers who partner with your IT team in a DevOps model to design and operate your network. With an approach that's truly white-glove, the Open Systems Secure SD-WAN includes complete technical consulting, end-to-end lifecycle management, ongoing reviews and optimizations, and incident response and remediation.

## All-in-one package

**Think of the Open Systems Secure SD-WAN as several distinct, best-of-breed services rolled into one.**

With the Secure SD-WAN operations, customers gain a unique and comprehensive pairing of advanced technology and 24x7 service – one that no other SD-WAN vendor in the marketplace comes close to matching.



### Simplified network and security monitoring

Get full visibility and control from any browser via a cloud-based, single pane of glass interface. Keep track of metrics on devices, services, and configurations. See projections of where bandwidth may soon become an issue. You have complete visibility across your network, direct access to our engineers, and an audit trail of everything.



### 24x7 follow-the-sun operations management

Enjoy the peace of mind that 24x7 monitoring, incident handling, and change management provides. With unlimited operational interactions directly with our L3 engineers, the Open Systems Secure SD-WAN delivers white-glove service at every stage, from people with deep experience in SD-WAN and Security Operations Center (SOC) management.



### Full-spectrum technical consulting

The Open Systems Secure SD-WAN includes comprehensive technical account management that covers design, engineering and installation, ongoing review and optimizations, as well as predictive actions for future expansions of a customer's network. The customer experience is white-glove, and there's nothing extra that customers need to purchase from a third party.



### End-to-end life-cycle management

With the Open Systems, customers have no concerns over the evaluation, deployment, and maintenance of edge hardware or services. Automated systems and expert engineers continuously monitor hardware performance, refresh hardware and upgrade firmware as needed, and detect and mitigate vulnerabilities 24x7.

## Built-in features that distinguish Secure SD-WAN operations

**Engineers:**  
Standardized  
24x7 monitoring across the globe by Open Systems L3 engineers

**Monitoring:**  
More than 8,000 unique potential issue scenarios tracked

**Configuration:**  
Centralized repository to push configurations to edge devices at any time

**Orchestration:**  
Unified integration of network and security functions

**Resilience:**  
Simple hardware replacement via seamless configuration rollback

**Security:**  
Proprietary, hardened Linux operating systems with fortnightly software updates

**Responsiveness:** Vulnerability patching typically in less than 48 hrs

### What's the practical effect of a highly-automated SD-WAN on issue resolution?

- Experience up to a 75% reduction in steps and time required for configuration changes
- Open Systems Secure SD-WAN monitoring and automation creates 90% of tickets automatically
- Through additional automation and Open Systems L3 engineer triaging, 80% of issues are resolved without customer interaction

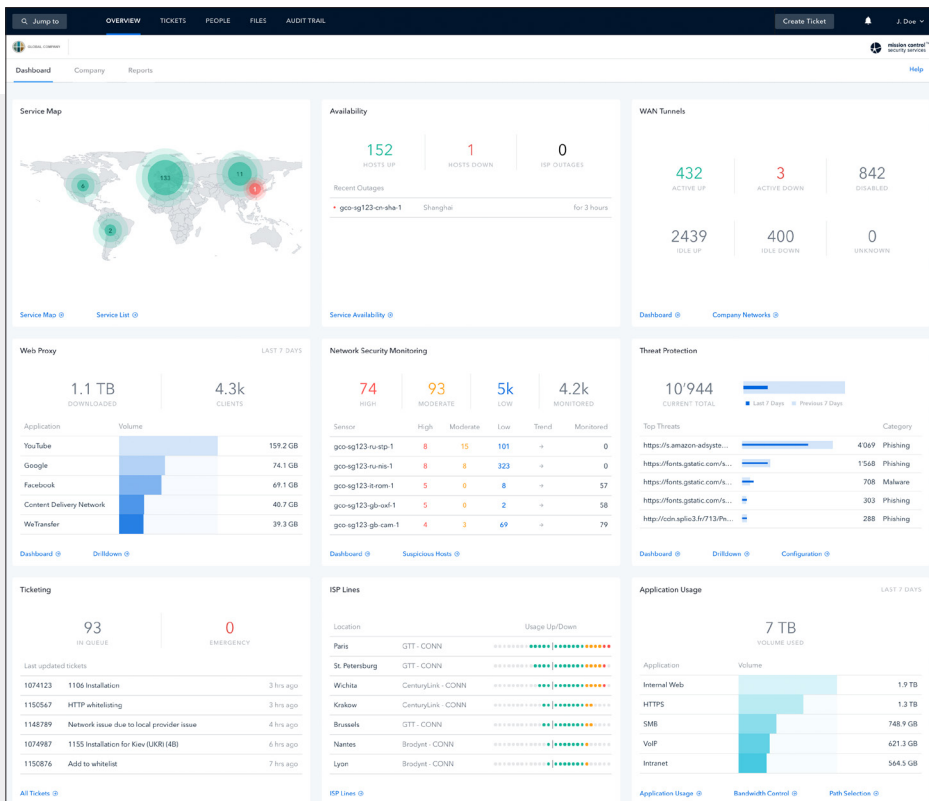
### Key differentiators

- Complete visibility into network status with real-time analytics instantly available
- 24x7 network and security operations from expert-level engineers
- Services can be enabled on demand
- DevOps model gives Open Systems engineers a unique customer perspective

### Built for 24x7 operations

Open Systems provides a single pane of glass interface for all network and security operations and monitoring, as well as self-service options for fast, seamless changes.

Rather than a set of technologies that you have to manage and orchestrate yourself, and beyond a managed service that's restricted to other vendors' appliances, the Open Systems Secure SD-WAN enables as-a-service operations by our expert-level engineers, integrating best-of-breed SD-WAN and SOC features, 24x7 operational support, and continuous innovation through an agile «white box» approach. Upgrades and changes to your SD-WAN are seamless, and the Open Systems portfolio of services can be enabled on-demand, with no additional deployment.



**Global View** Get a complete picture of the state of your SD-WAN at a glance

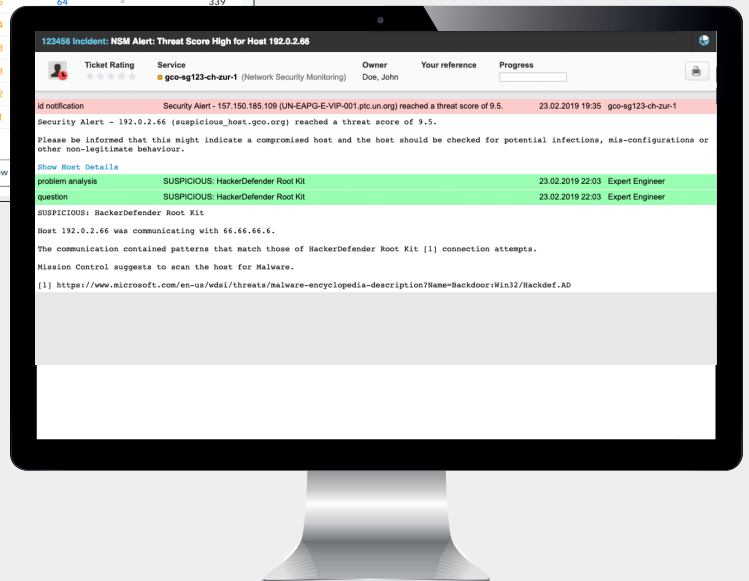
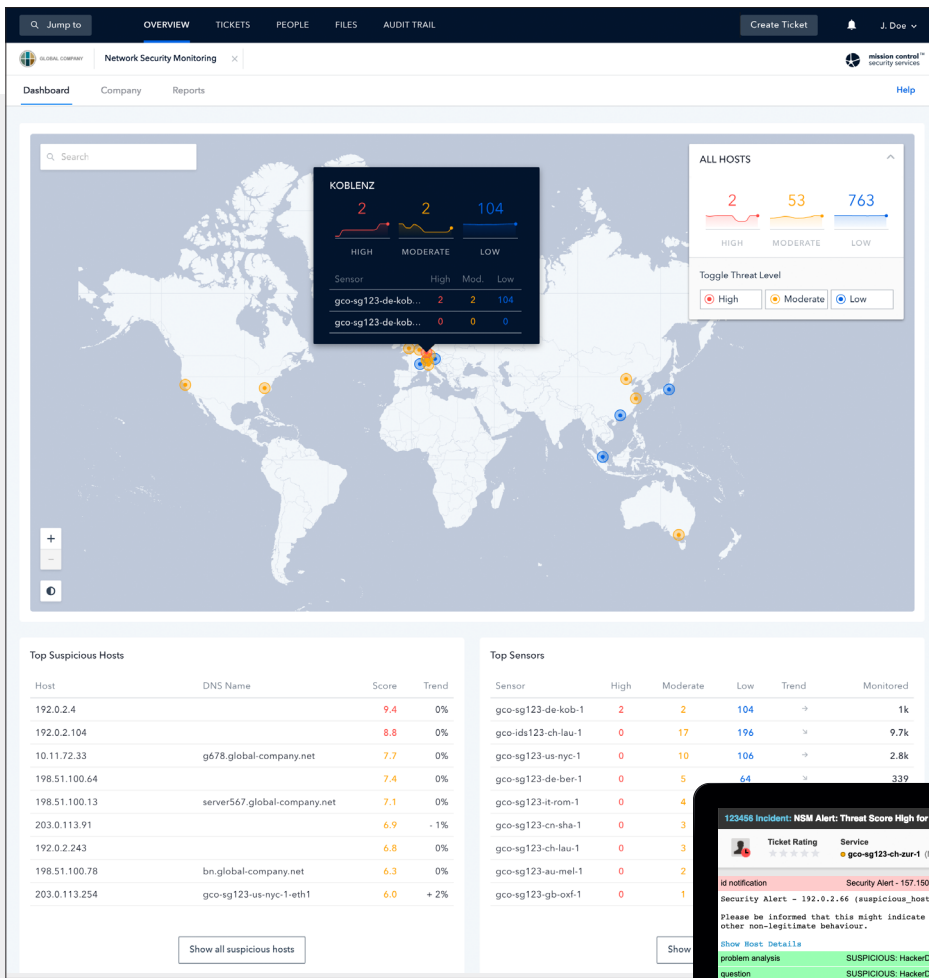
### Rich, actionable detail at every level

Access high-level views of your operational and security situation in real-time, and drill down for specific information on any host, event, application, or key value.

**Operations** Enable fast analysis with a complete overview of global application traffic

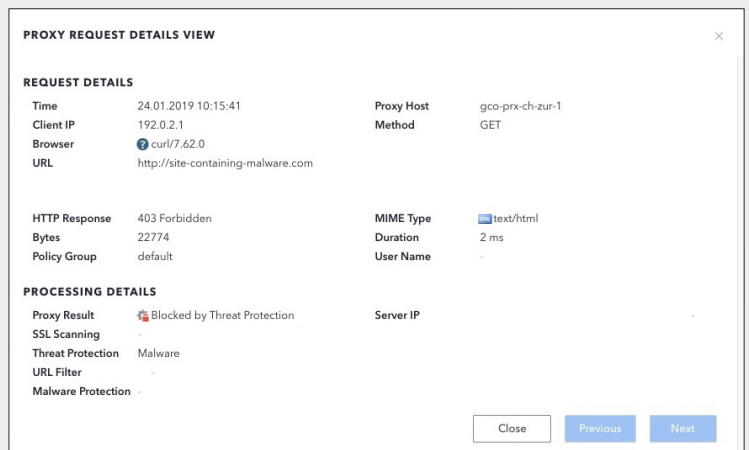
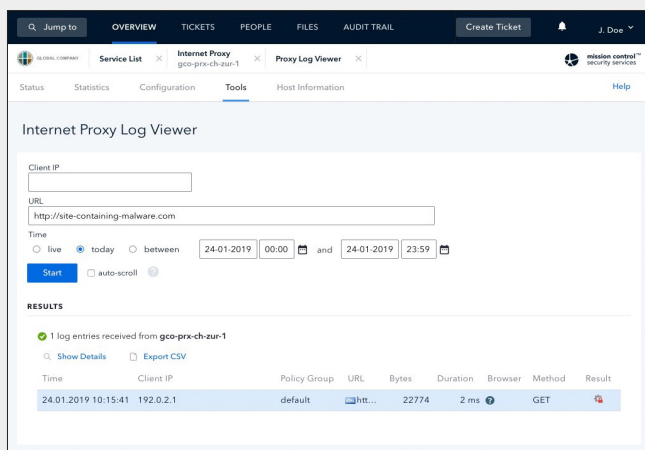
**Security** Complete overview of global web traffic with drill-down capabilities and blocked threats





**Security** Examine a global threat overview, with all assets categorized by threat score

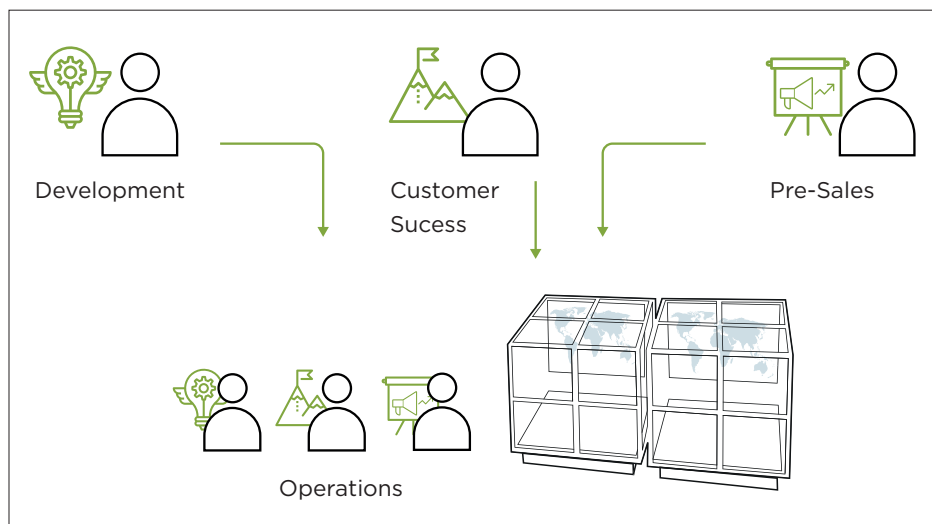
**SOC** Be in contact with Security Operations Center engineers immediately in the event of a breach



**Reporting** Enjoy complete logging of all configuration changes and security events

### DevOps model drives continuous improvements

The expert-level Open Systems engineers who work to maintain peak performance and security in your network are the same people that develop new features and helped you design, plan, and roll it out. They have a deep understanding of your business needs and challenges and are working continuously to deliver new features and protections to help drive your business.



**DevOps Model** The DevOps model ensures a deep understanding of your business needs and of your deployed technology

#### Key differentiators

- Architectural design and engineering are included
- Ongoing network and security reviews and optimizations are included
- Hardware deployment, maintenance, replacement, and upgrades are all included
- Open Systems engineers handle all firmware upgrades, patching and software versioning
- Infrastructure management and third party service evaluations and integrations are all included
- Lower TCO compared to an equivalent package of services from multiple vendors

### As-a-Service management of your network

The Open Systems Secure SD-WAN goes far beyond the offerings of other SD-WAN vendors, in that complete technical consulting and life-cycle management of your network implementation is included.

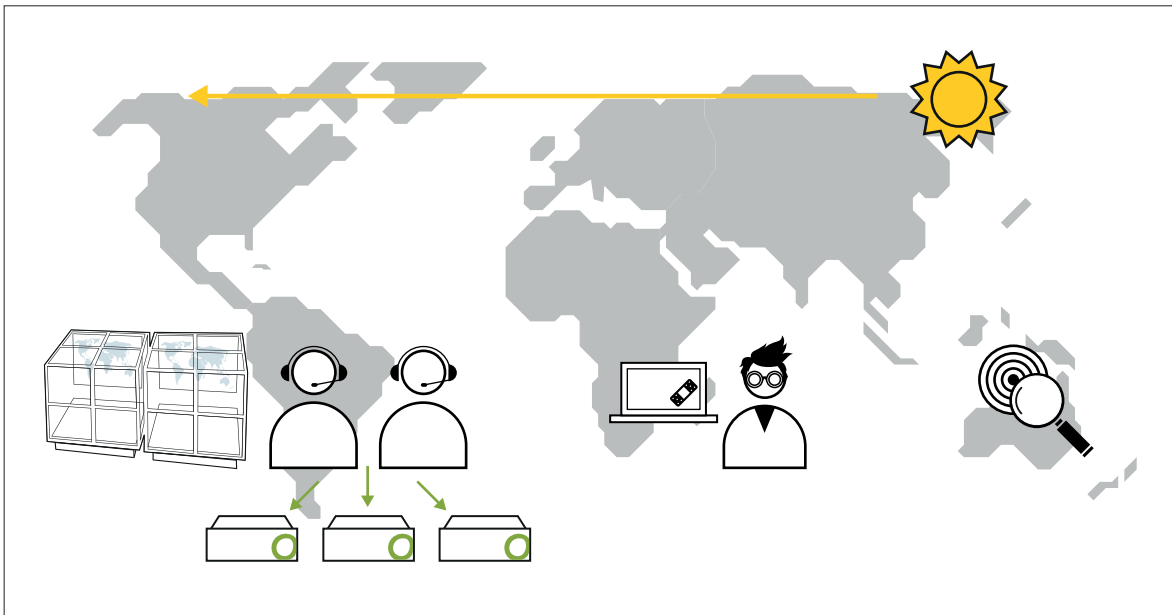
#### Technical assistance for the life of the network

The Open Systems Secure SD-WAN combines a number of white-glove features that make it unique in the marketplace. To begin with, when organizations move to SD-WAN, they often pay consulting firms to assess and design a new network and security architecture. Enterprises then contract out the installation of the network, add numerous, disparate security packages, and continue to contract for ongoing maintenance – unless they are lucky enough to have hard-to-find experts on staff. Configuration changes and expansions of the network often involve similar cycles of expense for professional support.

In contrast, the Open Systems Secure SD-WAN provides end-to-end technical account management and service maintenance. From initial design, to installation, to reviews and optimizations, to further expansions, customers enjoy unlimited access to Open Systems technical account managers and engineers who handle the growth and maintenance of customer networks – at no additional charge. We're with you every step of the way.

### Comprehensive life-cycle and infrastructure management

We also handle all of the evaluation and maintenance of network hardware, software, and third-party integrations - so you don't have to. The Open Systems Secure SD-WAN leverages automated systems and skilled operations engineers to continuously monitor hardware performance and manage all maintenance, upgrades, optimizations, and security fixes. If hardware needs to be replaced, we handle the replacement.



**Vulnerability Patching** Vulnerabilities are typically patched in less than 48 hours by a team monitoring the vulnerability landscape, working on countermeasures, and deploying patches 24x7

A key point here is that, once your secure, unified SD-WAN is up and running, it's the Secure SD-WAN operations that provide both you and our engineers with the critical analytics that inform ongoing optimizations.

In addition, we manage the integration and optimization of third-party functions - like threat intelligence feeds, antivirus updates, deep packet inspection engines, and cloud-based malware sandboxing - that are critical components of a performant network and a robust security posture. All these activities are seamlessly coordinated by Open Systems engineers and not something that customers need to worry about.

Our customers typically analyze the full value of all of the above-mentioned services and quickly realize that, not only is the Open Systems service level far higher than the competition, but the total cost of ownership of the Open Systems Secure SD-WAN is far lower than the combined cost of another vendor's SD-WAN, security technology, consulting, and ongoing technical support.

### Key differentiators

- Real-time ticket feedback mechanism ensures prompt attention to any problems
- DevOps model means your feedback goes directly to the engineers responsible for your network
- Our «no worries» ethos is backed up by our 24x7 attention to performance and security

## Our DevOps model is just one indicator of our intense customer focus

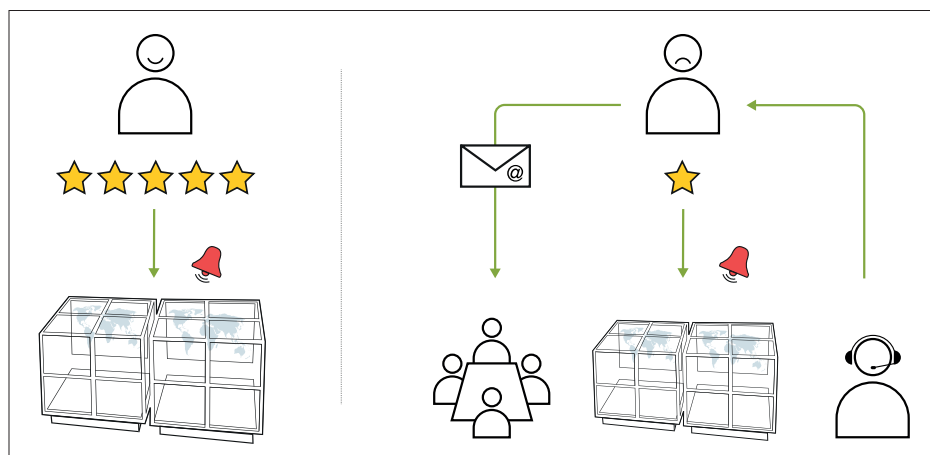
At Open Systems, the attention to customer satisfaction and success is deeply ingrained.

Our quality consciousness comes before everything else. We've designed our own operations to place customer feedback directly into the Open Systems Secure SD-WAN, so that at every stage we are checking and reinforcing the quality of our service.

In operations, every customer ticket can be rated, and ratings are taken very seriously: a low rating results in emails immediately to the management team and specific operations engineers are assigned to investigate the situation at once.

With our DevOps model, the same engineers who rotate through operations are also developing and refining the Open Systems Secure SD-WAN, and thus there is always an expert available if a situation arises. These engineers also get first-hand feedback from customers on the quality of new features and fixes, so there is a strong motivation to get it right, every time.

Our customer satisfaction numbers are a testament to our intense focus on quality. We pursue a «no worries» approach to software life-cycle management, in which customers should seamlessly experience a resilient, high-performance network, robust security, and 24x7 responsive, white-glove service – with zero compromise on quality.



**Quality Management** While good ticket ratings motivate engineers, bad ticket ratings are taken seriously, and each case is followed up accordingly

Open Systems is a leading global provider of a secure SD-WAN that enables enterprises to grow without compromise. With assured security, AI-assisted automation and expert management that free valuable IT resources, Open Systems delivers the visibility, flexibility and control you really want with the performance, simplicity and security you absolutely need in your network.