



fact sheet:

customer premises equipment

Verizon Voice Maintenance Services and Teltronics

Enhanced Security for Your Networks

The success of today's enterprise depends on accurate and reliable communications. Maintaining the network infrastructure is a critical business priority for network managers who must support rapidly changing and converging technologies while still managing to control costs.

Verizon uses Teltronics's Intelligent Systems Management (ISM) product line (SEB NET-PATH, SEB NET-PATH Plus, and IRISnGEN) to provide a powerful **Voice Maintenance** solution for operational integrity and proactive fault detection. These innovative products are at the core of Verizon's Voice Maintenance offering.

Flexible Service Requires Flexible Tools

The convergence of voice and data presents an interesting opportunity. How does one maintain cost-effective service for customers and manage the need of an ever-expanding portfolio of data-centric systems? The answer is in the selection of tools. Verizon's **Voice Maintenance** service uses a remote agent appliance at the customer's location and management software at the Network Operations Centers (NOCs). These tools provide:

- Vendor independence to leverage one appliance for all equipment
- Common set of tools to simplify training and operations
- Intelligent proactive monitoring of customer systems
- Automated, unattended fault correction
- Support for legacy Time-Division Multiplexing (TDM), IP Telephony (IPT), network infrastructure and environmental conditions
- Multiple, access mechanisms

Remote Agent Based Management

The Teltronics family of NET-PATH remote agents is the distributed intelligence of the management platform providing a high level of functionality, flexibility and reliability. The remote agent is Verizon's eyes and ears at the customer site. Each remote agent is configured by the NOC for the specific end user equipment. Major features include:

- Event detection with threshold and correlation capabilities.
- Automatic fault mediation based on received events.
- Event delivery via dial-out or LAN/WAN.
- Access to managed systems via contact, serial, and network interfaces.
- Enhanced Authentication Option for secure access via local port, modem and LAN/WAN.
- Multiple event delivery mechanisms with automatic fail-over.

Typical Application

The following diagram depicts a typical customer network with a variety of legacy TDM and data equipment. SEB NET-PATH Plus monitors legacy systems via serial interface and IPT systems via SNMP while helping to ensure network security and data privacy via VPN connectivity to the NOC.

features

- Intelligent proactive monitoring of customer systems
- Centralized NOC control of all access credentials
- Event detection with threshold and correlation capabilities

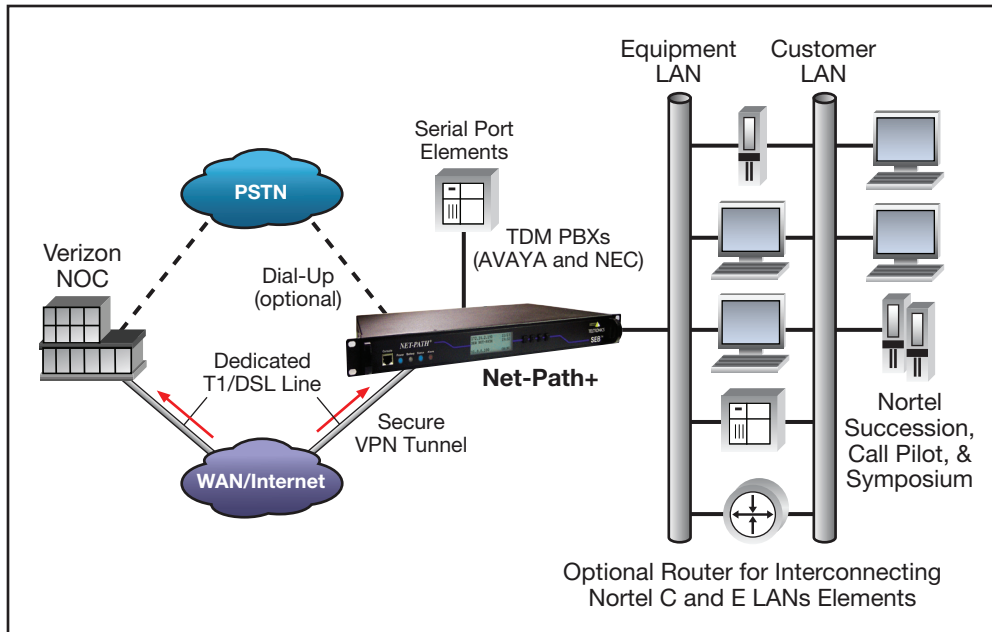
benefits

- Detect system issues quickly to maintain network infrastructure
- Maintain access control and privacy of data that moves between locations
- Prevent unauthorized personnel from gaining access to the remote agent and associated customer premise equipment



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A dial-up connection, secured with optional **Enhanced Authentication**, provides multiple access methods to help ensure the customer's equipment remains protected.



Network security and the protection of sensitive information is a concern for virtually every business. In order to address this concern and help protect our customers' networks, Verizon offers Enhanced Authentication and VPN Connectivity (Secure Broadband Access) services.

Enhanced Authentication

Many of the remote agents deployed communicate with Verizon's NOCs using high-speed modems and a dial-up connection through the Public Switched Telephone Network (PSTN). While standard phone lines inherently provide a degree of security and privacy, it may not be enough to meet the needs of today's security-conscious customers.

Enhanced Authentication is an optional feature of the SEBea, NET-PATH, and NET-PATH Plus units that can help prevent unauthorized personnel from gaining access to the remote agent and associated customer premise equipment. Multi-factor authentication provides added protection. Tokens implement the "what you have and what you know" approach to access security. If you do not have the token, and know the code to operate it, the remote agent cannot be accessed from the PSTN.

Key features of Enhanced Authentication are:

- Value added modules that customer may choose to have enabled
- Seamless integration with IRISnGEN in the NOC
- Very modest cost
- Secure access with tokens offered by Verizon
- Centralized NOC control of all access credentials

VPN Connectivity (Secure Broadband Access)

While Enhanced Authentication provides security for the front and back doors of the remote agent, some enterprises have adopted IT policies that simply forbid the use of modems to access any of the infrastructure.

customer premises equipment

To address this issue, Teltronics released the SEB NET-PATH Plus, the latest version of the remote agent, to provide a Virtual Private Network (VPN) connection from customers' sites to Verizon's NOCs. This remote agent has two network interfaces: one looking toward the customer's equipment and one toward the NOC. NET-PATH Plus offers the alarms monitoring features of the NET-PATH and a firewall to help protect the customer's network from unauthorized access. This agent creates a VPN tunnel between the customer's network and the NOC to help maintain tight control of access and privacy of data that moves between locations. Key features are:

- Allows secure broadband connectivity for support of multiple connections
- Advanced Firewall technology
- Advanced VPN technology using the multiple protocols, including IPSec
- Data privacy through encryption (DES, 3DES & AES)
- Simple web-based management

The Need for Speed and Reliance

Many data-centric products have very rich web-based management interfaces that require broadband connectivity to run efficiently. With SEB NET-PATH Plus, the NOC has a highly efficient communication link that helps ensure fast service and timely resolution of customer equipment problems. Installing patches or loading new modules to get the customer up and running is quick and efficient.

Where IT policies allow secure modems, the combination of Enhanced Authentication and VPN connectivity provides multiple communications options. If one path is blocked, the remote agent uses the other so that service remains available.

visit our website at
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verizon business's
products suite

Services not available in all areas. SEB NET-PATH Plus available April 2007.

