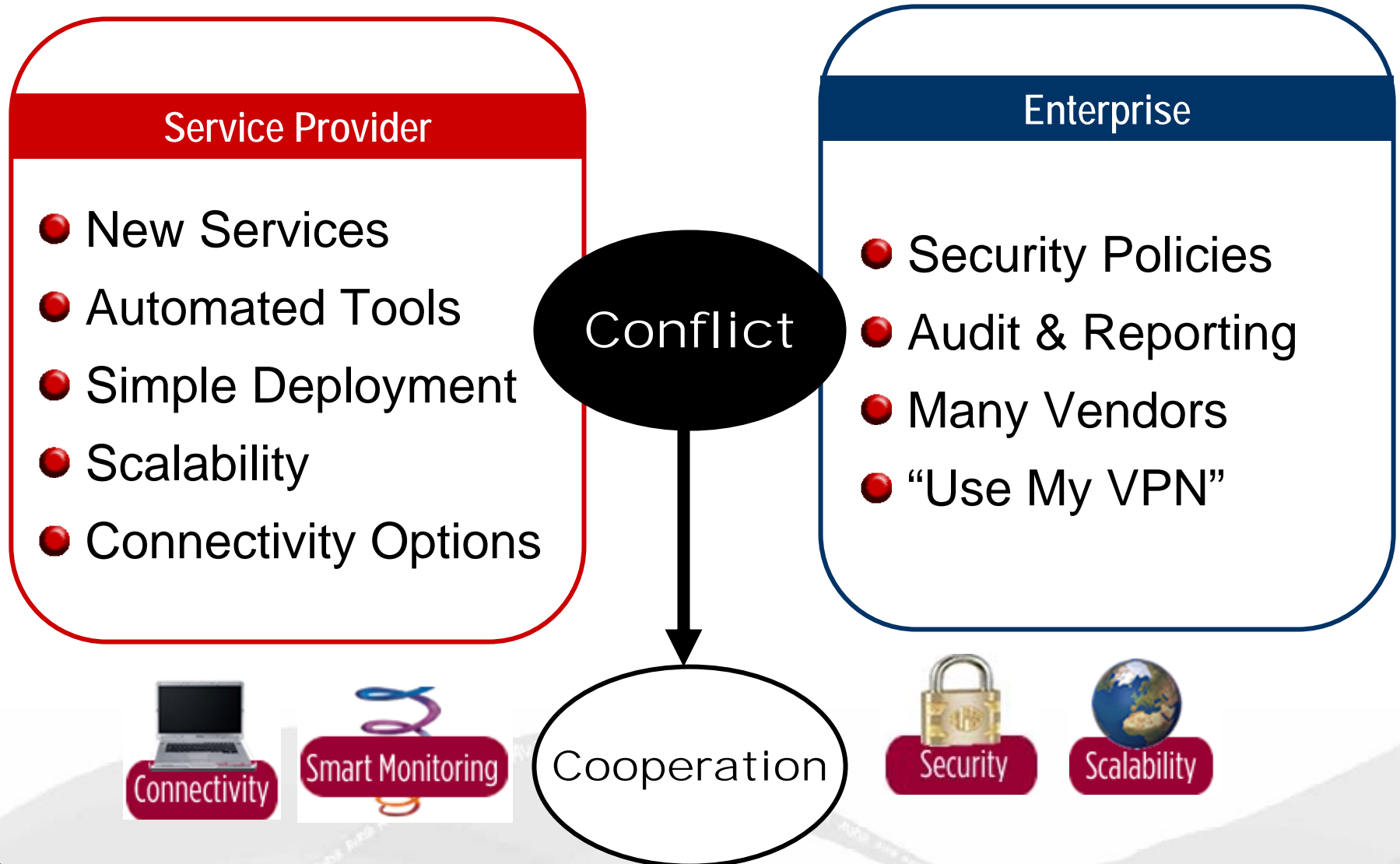


Access Security Gateway (ASG) Suite: *Security, Audit & Administrative/Vendor Access Management*

18/6/07



Challenges for Today's Service Providers



The Access Security Gateway Suite

Management



ASG Guardian
*Single Sign-On Policy Management
& Administration Software*

Access & Control



ASG Defender & ASG Guard II
Access, Control & Audit Appliances

Authentication



Soft Tokens
*Disposable Multi-Factor
Authentication Tokens (DES / 3DES / AES)*

SSG and ASG

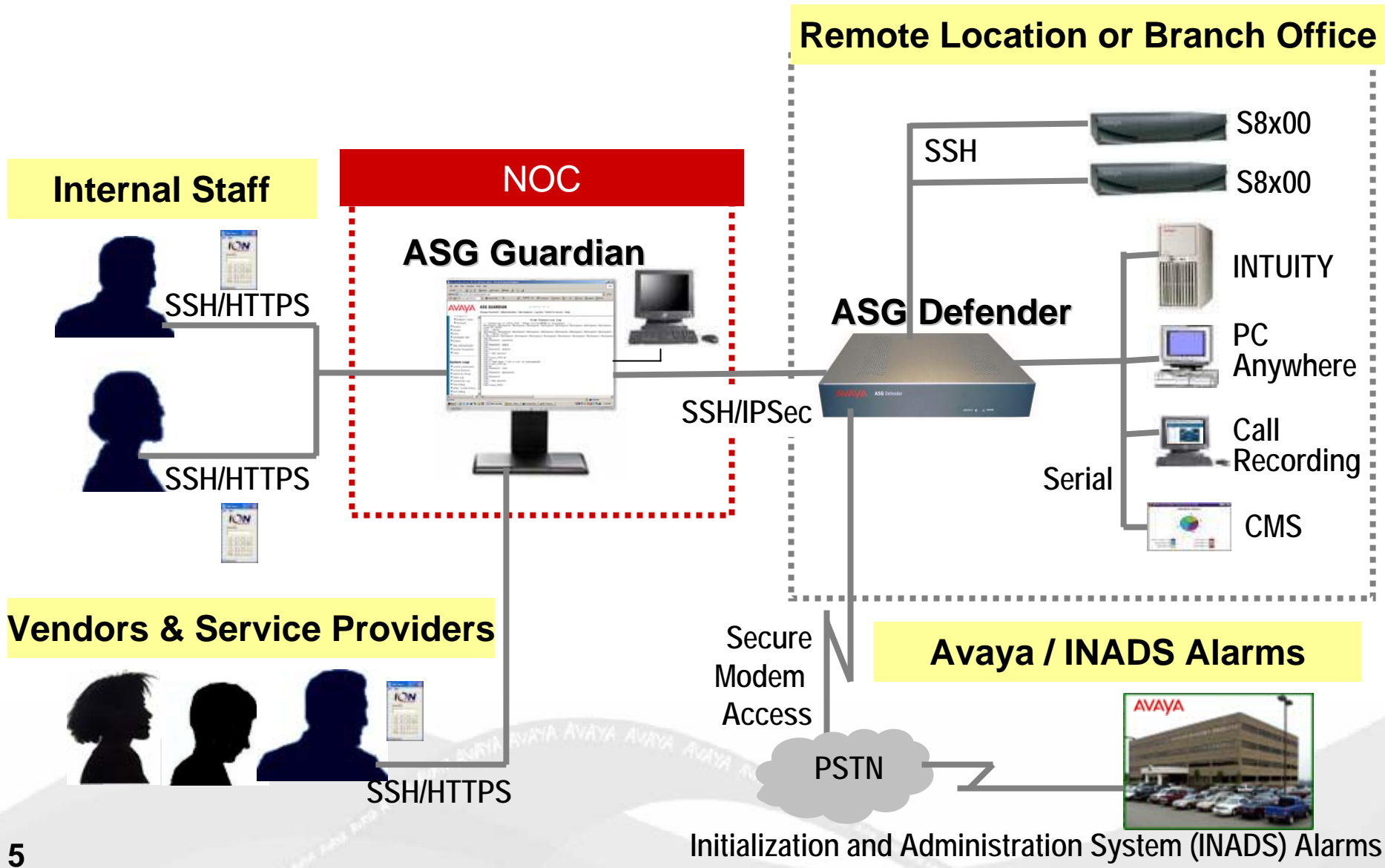
SSG

- Avaya remote access and management solution via the internet
- Connects Avaya Global Services and EXPERT Systems to customer systems for remote monitoring and diagnostics
- Works with Avaya communication systems

ASG

- Avaya remote access and management solution for out of band access
- Connects Avaya Global Services, EXPERT Systems, and **service providers** to customer systems for remote monitoring and diagnostics
- Works with **Avaya and non-Avaya** communication and IT systems
- Supported Connectivity: IP, HTTP(S), Remote Desktop, Secure Dial-Up, Broadband, SSL, SFTP, Console Port

Architecture



ASG Defender Appliance Features

ASG Defender



Coming Soon

- ISDN-BRI
- EVDO
- SnapNAT™

Security

- Two-Factor Authentication
- Granular Access Provision
- Firewall
- AES Encryption

Buffer Box

- CDR/Traffic Data Capture
- Critical file backup

Console Server

- Serial Concentrator
- 2, 4, or 8 Serial Ports
- IP Gateway
- 30 IP Devices

Fault Manager

- SNMP Trap Proxy
- Monitors alarms
- Manages alarms
- Reports alarms

Encryption

- SSH
- IPSec
- 3DES
- AES

ASG Guardian

- **Centralized, server-based administration management application**
 - Enables customers to simplify access management for administrator
 - Provides central-sign on for technician access to devices
 - Provides central collection and storage for logs, alarms from devices
- **Access management capabilities**
 - Enables granular assignment of permissions for technician access
 - Supports complex assignment of roles for multiple technicians, departments and vendors
 - Provides ability to instantly grant or revoke permissions network-wide
- **Technician access controls**
 - Technicians not provided with Phone #, IP Address, or credentials for managed devices
 - Eliminates shared credentials, password management, and unauthorized access to devices
 - All accesses logged, recorded* and stored for later analysis
- **Device Management**
 - Simplifies upgrade and maintenance of large ASG installations
 - Flexible scripting automates regular maintenance tasks (password changes)
 - Enables proactive notification of equipment problems



The screenshot displays a Windows XP desktop environment with a JavaRDP session titled 'proper.JavaRDP'. The desktop includes icons for 'My Documents', 'My Computer', 'My Recent Places', 'Recycle Bin', 'Internet Explorer', 'WinZip', and 'localhd'. The taskbar at the bottom shows the Start button and several open applications: Internet Explorer, WinZip, and the Services console.

The Services console window is the primary focus, showing a list of system services. The table below represents the data visible in this window:

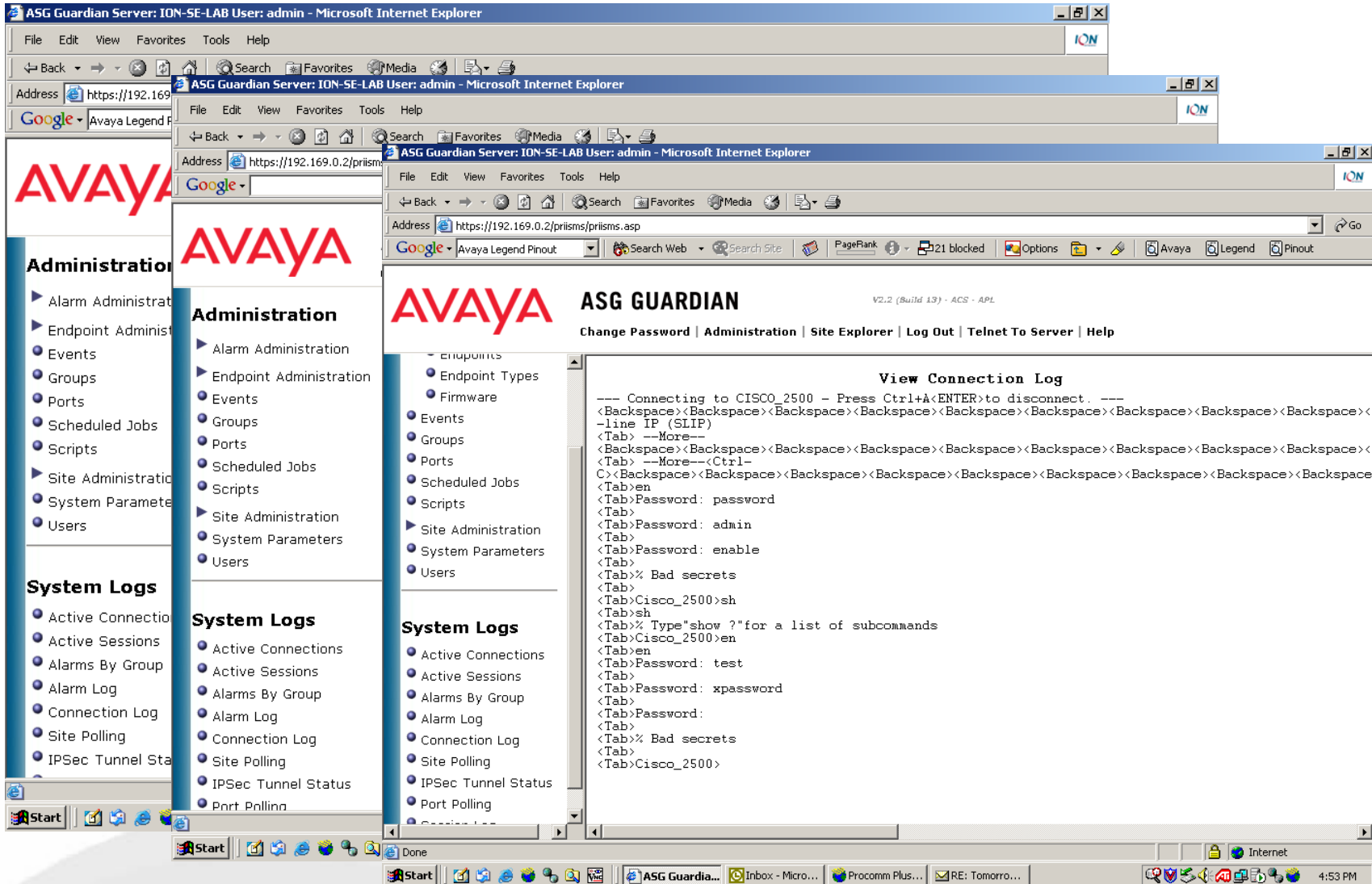
Name	Description	Status	Startup Type	Log On As
Alerter				
Application Management				
Automatic Updates				
Background Intelligent Transfer Service				
ClipBook				
COM+ Event System				
Computer Browser				
DHCP Client	Manages n...	Started	Automatic	LocalSystem
Distributed File System	Manages lo...	Started	Automatic	LocalSystem
Distributed Link Tracking Service	Sends notif...	Started	Automatic	LocalSystem
Distributed Link Tracking Service	Stores info...		Manual	LocalSystem
Distributed Transaction Coordinator	Coordinate...	Started	Automatic	LocalSystem
DNS Client	Resolves a...	Started	Automatic	LocalSystem
Event Log	Logs event...	Started	Automatic	LocalSystem
Fax Service	Helps you ...		Manual	LocalSystem
File Replication	Maintains fi...		Manual	LocalSystem
FTP Publishing Service	Provides F...	Started	Automatic	LocalSystem
IIS Admin Service	Allows adm...	Started	Automatic	LocalSystem
Indexing Service	Indexes co...		Manual	LocalSystem
Internet Connection Sharing	Provides n...		Manual	LocalSystem
Intersite Messaging	Allows sen...		Disabled	LocalSystem

In the background, several Microsoft Internet Explorer windows are open, displaying the ASG Guardian Server management interface. The windows include:

- ASG Guardian Server: ION-SE-LAB User: admin - Microsoft Internet Explorer
- Connection To: ION_3200 - Microsoft Internet Explorer
- Connection To: EDISON_ROUTER - Microsoft Internet Explorer
- server1 (Standard Management Solutions) - Microsoft Internet Explorer

The leftmost window shows a tree view of the network structure, including folders like 'Avaya Equip', 'Cisco Equip', 'Demo Equip', 'ION Appliar', and 'QA Rack', with sub-items like 'ASG Gu', 'Data_SV', 'PBX', 'VoiceMa', 'DEMO_', 'Demo_', 'Demo_', 'Demo_', 'Demo_', 'Kavema', 'Worksta', 'ION_31', 'ION_32', 'ION_50', 'DEMO_', 'QALab', 'QALab', 'QALab', and 'R&D'.

ASG Guardian Screen Shots



Comprehensive administrative functionality for policy definition and enforcement

Case Study: Financial Institution

- **Client:** Multi-national financial institution
- **Challenge:** Service Provider and customer technicians required routine access to a variety of Avaya systems for troubleshooting and maintenance. Bank was required to maintain an audit trail of all network access and activities by third parties.
- **Solution:** ASG Defenders, deployed at select bank locations, provided secure access to Avaya systems and recorded sessions, including individual keystrokes. These session recordings were then downloaded to a centralized server.

Case Study: Avaya Reseller

- **Client:** Avaya Reseller
- **Challenge:** Avaya Reseller needed to deliver remote services via IP and OOB. To meet security requirements, the customer insisted on a VPN. However, integrating the customer's VPN was difficult and left the service providers network vulnerable.
- **Solution:** ASG Defenders, deployed at select bank locations, provided secure access to Avaya systems and recorded sessions, including individual keystrokes. These session recordings were then downloaded to a centralized server. ASG Guardian provided a simple way to control technician access and simplify the connectivity into customer's networks.

Service Providers



Enterprise Clients



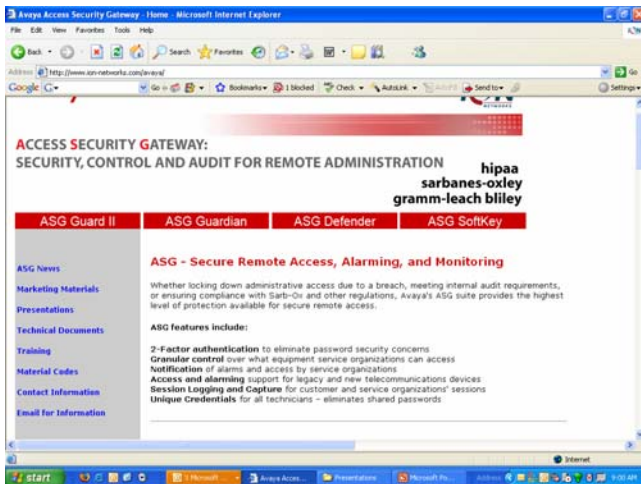
Government



When You Need ASG | When to Call Us

- Customer has security objections
- Delivering service over IP or OOB connections
- Delivering remote services to mix of legacy and non-legacy equipment
- Delivering remote services and need multiple connectivity options
- Delivering remote services to mix of Avaya and non-Avaya equipment

Wrap Up



- More Information

<http://www.ion-networks.com/avaya>

- Questions
- Next Steps

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