

# Security Infrastructure Support

Enabling Your IT Infrastructure

A company's firewall and VPN infrastructure is the cornerstone of their network security framework and serves as the primary control mechanism between their corporate assets, partners, customers and the Internet. Having made significant investments in best-in-breed firewall and VPN solutions leveraging Check Point and Nokia technology, organizations require the highest standard of support to ensure maximum availability and peak performance.

## Akibia's Premium Infrastructure Support Service

With approximately 20 years experience supporting mission-critical IT environments, and as experts in firewall and VPN design and implementation, Akibia is uniquely suited to support your security infrastructure. Akibia provides technical support for **Check Point's suite of security products** and the **Nokia IPSO platform**.

Our technical support center is available 24x7 and is staffed by Check Point and Nokia-certified engineers, who are expert in firewalls, VPNs, intrusion prevention systems (IPS), endpoint security and wireless technologies. Akibia's flexible and innovative approach to providing technical support allows our clients to customize their solution and choose a support offering that best suits their IT environment and meets their business goals.

### PREMIUM SUPPORT SERVICE

- Akibia's Premium Support Service helps clients diagnose, resolve and manage their Check Point and Nokia security infrastructure issues. Premium Support incorporates guaranteed response times, ensuring efficient and effective problem resolution. In addition, Akibia provides proactive updates on new security patches and firewall best practices.

### BASIC SUPPORT SERVICE

- Akibia's Basic Support Service provides Akibia clients with access to the same qualified technical support center, during regular business hours, and is a cost-effective alternative for less critical security infrastructure applications. Some Akibia clients prefer to incorporate a combination of Premium and Basic Support.

## Akibia is a Leading Check Point Authorized Training Center

Akibia is one of the largest Authorized Check Point Training centers in the United States; we have trained thousands of students in our state-of-the-art education centers. Our instructors are experienced security experts with years of real-world experience implementing firewall, VPN, IPS, endpoint and wireless solutions. By leveraging our education services, Akibia's customers empower their IT staff with greater technical knowledge, resulting in enhanced security and improved systems performance and reliability.

## Monitored and Managed Firewall and VPN Support

As the backbone of most organizations' security infrastructure, their enterprise firewalls and VPNs are mission-critical assets requiring enhanced support. Many Akibia customers rely on our *Monitored* Support Solution to ensure the maximum reliability and performance of their Check Point firewalls and VPNs by augmenting their in-house support capabilities. For those clients looking to outsource their support, we offer a *Managed* Firewall and VPN Support Service.

### AKIBIA'S MONITORED FIREWALL & VPN SUPPORT SOLUTION

Leveraging proprietary technology, Akibia's 24x7 Monitored Firewall & VPN solution provides clients with proactive alerts and updates regarding the availability and performance of their corporate firewalls and VPNs - resulting in faster response times and problem resolution. By setting capacity and threshold parameters most potential problems can be identified and averted before the client experiences service degradation or a critical failure.

### AKIBIA'S MANAGED FIREWALL & VPN SUPPORT SERVICE

Akibia's *Managed* Service ensures proactive management and monitoring of your firewall and VPN environment. As part of this service, we partner with our customers, becoming an extension of their own internal IT staff, to deliver a total support solution. As IT security experts, Akibia has the knowledge, expertise and technology to effectively manage your corporate firewall and VPNs.

## Akibia is the Expert in Security Infrastructure Support

- **Our Security Experience** - Since 1988, Akibia has been delivering objective security consulting, integration, support and education services.
- **Our Expertise** - Our certified security professionals understand the critical nature of an organization's firewall and VPN infrastructure and have the expertise and experience to provide exceptional service and support.
- **Customer Focus** - Our customer-focused service philosophy ensures we understand your unique needs and deliver a complete security solution that helps you achieve your business goals.

## About Akibia, Inc.

Akibia provides innovative IT solutions that enable leading companies worldwide to optimize, secure, manage and support their mission-critical data center and security infrastructure. Combining expert consulting, integration and support services with world-class customer service, Akibia helps IT organizations maximize the value of their existing infrastructure, while mitigating risk and reducing complexity. Founded in 1988, Akibia is an independent IT services company with offices throughout the United States and Europe.