

Security Infrastructure Support

Enabling Your IT Infrastructure

Akibia's Security Infrastructure Support Service provides support for Blue Coat, Check Point and Nokia devices. Our customers benefit from immediate response - our call answer time is less than 25 seconds and we do not use voicemail - from experts who understand their unique security infrastructure. As a single point of contact for design, implementation and support of these solutions, Akibia has greater knowledge of our customer's environments, ensuring better performance and faster service resolution.

Expert Support for High Availability Security Devices

With approximately 20 years experience supporting mission-critical IT environments, and as experts in security design and implementation, Akibia is uniquely suited to support your security infrastructure. Our technical support center is available 24x7 and is staffed by manufacturer-certified engineers, who are expert in the security technologies they support.

Firewall Support

Akibia's flexible and innovative approach to providing firewall 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 FIREWALL 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 FIREWALL 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.

Blue Coat Premium Support

Akibia's Blue Coat Premium Support offers 24x7 support for Blue Coat devices. As a Blue Coat Authorized Support provider, Akibia provides maintenance and support on the appliances as well as access to Blue Coat operating system updates, and hardware replacement.

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 industry-certified professionals understand the critical nature of an organization's security 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, a Zensar company, provides innovative Infrastructure Management solutions that enable leading companies worldwide to optimize, secure, manage and support their mission-critical infrastructure. As an independent advisor, Akibia partners with our customers to deliver solutions that improve the availability, reliability and performance of their data center, network and security infrastructure. Using its multi-shore capabilities, Akibia combines expert consulting, integration and support services with world-class customer service to help IT organizations reduce costs, increase efficiencies and manage risk in the data center. For more information visit www.akibia.com.



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