Managed VPN

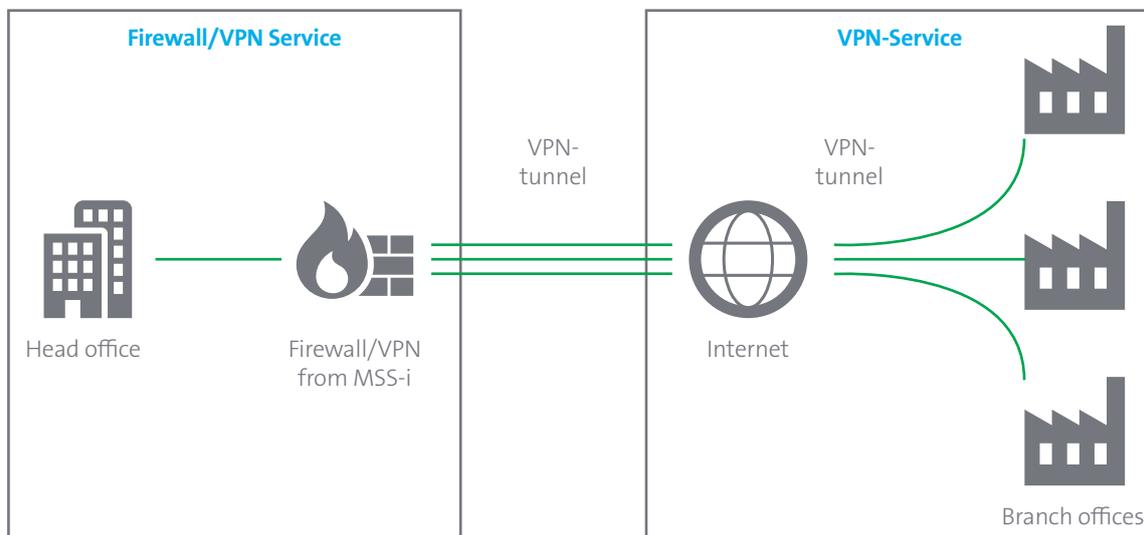## To ensure your branch offices remain connected.

With Managed VPN, you connect your company's branch offices to the head office via a site-to-site tunnel (IPSec). The branch office network is routed and encrypted via the VPN tunnel to the central site. In return, the main site provides the branch offices with Internet access via the same VPN tunnel.

Managed VPN is arranged in a star topology. The private network, which is connected to the managed object at the branch offices, is routed and encrypted via the VPN tunnel to the central service (head office). Internet access at the branch offices is ensured by the main site via the VPN tunnel whereby the VPN traffic is not restricted. However, the bandwidth is not guaranteed and quality of service (QoS) is not an integral service component. The local customer network is configured using DHCP.

The Managed Firewall/VPN is required for operation of the head office. If firewall functions are required at individual branch offices, including at a later date, the Managed VPN can be expanded with the Managed Firewall/VPN.

Managed VPN

Firewall/VPN Service — Head office — Firewall/VPN from MSS-i — VPN-tunnel — Internet — VPN-tunnel — VPN-Service — Branch offices

Managed VPN

Recurring services

Health Monitoring and Incident Management	Swisscom monitors the reachability of security devices with an ICMP monitor (ping). Health incidents are processed within the agreed times. If a security device cannot be reached, Swisscom takes over problem management and contacts you immediately.
Reporting	Swisscom records the availability of the branch offices in a report which can be reviewed at any time in real time. Further, each month you receive a detailed evaluation.
Change Management	IP changes to the managed object (customer's and provider's interface) are integral components of the service and can be requested via the MSS-i dashboard. Further changes can also be requested via the MSS-i dashboard, but these are subject to a charge.
Release and Patch Management	Swisscom regularly tests releases and patches issued by the manufacturer, and these are automatically implemented once they have been approved.
Life Cycle Management	Swisscom uses only hardware and software which is at the current state of the art.

How you benefit

> Easily integrate your local branches into the head office.
> Reliable, confidential communication between corporate sites.
> MSS-i provides the services globally at the same service level – you have the same contact person across the globe and have an overview of all sites via a single dashboard.

001 11-14