



ENTERPRISE PATROL™

The Internet provides enterprises powerful new capabilities to communicate globally with remote offices, business partners, and customers— lowering communication costs and increasing operating efficiencies. When your network is connected to the Internet, it's physically connected to over 50,000 unknown networks and all of their users. As the Internet becomes your company's "enterprise backbone," around-the-clock, end-to-end security isn't just a luxury, it's a necessity. In addition, secure enterprise-wide networks require the highest levels of performance and availability.

ENTERPRISE PATROL™ is a comprehensive managed security solution that enables enterprises to facilitate highly secure enterprise-wide communications with headquarters, regional offices, branch offices, remote offices and mobile professionals in a cost-effective manner. ENTERPRISE PATROL™ incorporates market leading security software from Check Point Software Technologies, scalable Nokia® IP Security Platforms, Netscreen, Cisco and several others, Xapiens' proactive 24x7 monitoring, expert management, complete hardware and software maintenance, and security incident response, policies and procedures. ENTERPRISE PATROL™ provides integrated firewalls and virtual private networks across the enterprise all backed by an aggressive Service Level Agreement. In a nutshell, Enterprise Patrol:

- Provides 24 x 7 x 365 proactive monitoring of your firewall independent of your ISP from our state-of-the-art Network Operations Center (NOC).
- Provides expert security policy configuration & management for your site.
- Provides hardware & software set-up and on-going maintenance. Xapiens' ongoing maintenance services provide timely operating system revisions and patches.
- Provides Security Reports & Advisories. Each month Xapiens will generate a security incident summary report as well as usage and performance reports and send them to your primary security contact for review.

Security systems that are not up-to-date with the latest patches and revisions can leave your enterprise vulnerable to attacks. Our ongoing maintenance provides you with system revisions and patches that are put into place in a timely manner. We verify that software releases and patches are free of bugs and security vulnerabilities, function as they are intended to, and are compatible with other Xapiens' services. Furthermore, ENTERPRISE PATROL™ High Availability options provide zero downtime of your firewall or VPN — planned or unplanned—and are backed by an unprecedented 100% availability service level agreement.

Xapiens is committed to customer satisfaction. Our SLA for all our Managed Security Services stipulates a mean response time of 30 minutes for security incidents (as usual in the industry, there are some restrictions depending on the nature of the event). Firewall policy changes are guaranteed within 24 hours of customer requests. Xapiens offers Managed Security Services customers the option of field services with guaranteed delivery within four hours. If we fail to meet an SLA on a particular day, the customer isn't required to pay for services that day, twice in a month and the service is on us for the entire month. **Be secure!**

ENTERPRISE PATROL™ is a high performance managed security solutions for global eBusiness. It combines the benefits of virtual private networks and firewalls with Xapiens's 24x7 proactive monitoring, expert management, hardware and software maintenance, and incident response services, backed by an aggressive service level agreement. ENTERPRISE PATROL™ spans the entire enterprise—from headquarters to branch offices to mobile employees—and enables highly secure enterprise-wide networks around the world, around the clock

Xapiens is the leading managed security provider in Puerto Rico. Building on our network security experience, we partner with leading applications and integration services companies to deliver a fully integrated suite of managed eBusiness solutions that meet customer needs for managed security services.

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