

# The Impulse Experience

## Unique Cloud-Managed Delivery and Support



### Experience Managed Services Like Never Before

The *Impulse Experience* is the result of our real-time contextual intelligence, simplified access control architecture, remote managed support services, and customer-centric business philosophy that delivers freedom to all facets of the organization. It's not just one thing we do, it's everything.

In addition to its simplified network access control architecture and enhanced user experience design, a key unique customer benefit is how the SafeConnect solution is delivered and supported as compared with other NAC vendor alternatives.

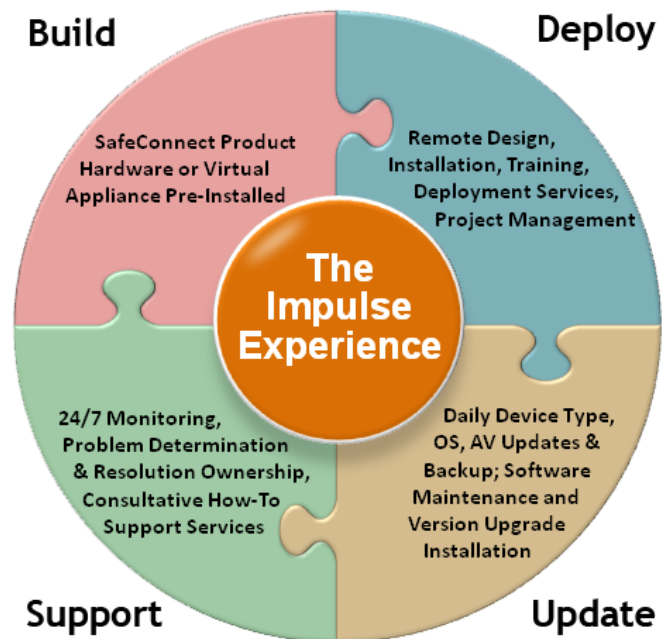
**Build.** The SafeConnect solution is delivered to the customer as a hardware appliance or VMware virtual appliance. Multiple SafeConnect hardware, or VMware policy servers, can be centrally deployed and managed to support hundreds of thousands of devices.

**Deploy.** The installation of SafeConnect requires minimal customer technical resources, and is conducted remotely by highly-skilled Impulse personnel. The installation process is very quick. In short, the system simply needs to be installed in a rack and powered on, or downloaded and enabled within your VMware environment. Next steps include establishing communications with DHCP and your AD or LDAP directory services, and the installation of a short script on your Layer 3 router and/or communications to your wireless controller(s) or access points. Impulse recommends just a few hours to complete the initial installation.

During this phase, an Impulse Project Manager will work with you on policy creation and implementation and guide you through the deployment process with recommendations and direction. Continuity is important. For this reason, Impulse assigns a Project Manager who will work with you for up to 90 days to assist with the deployment process and offer advice on best practices and how to get the most out of what the system can do.

**Update.** Daily System Updates for device profiles and OS/AV software and Remote Policy Configuration Backups are included which enables restoration and delivery of a replacement system within 24-48 hours. When additional software application functionality is available, or maintenance updates are required, Impulse is responsible for installing all software maintenance and upgrades at no-charge, as long as you remain under an annual maintenance agreement. Additionally, Impulse does not assign an "end of life" to SafeConnect product software or server appliance.

**Support.** SafeConnect is supported by the industry's only comprehensive cloud-managed support services offering. Impulse will provide continuous, around-the-clock proactive monitoring and support that includes hardware and software problem determination and resolution ownership, as well as consultative "how to" support services.



## 24 x 7 x 365 Managed Support Services

SafeConnect solutions are premise-based, but come with a service that keeps the system updated regarding the latest devices, operating systems, and AV packages. In a world where users change and update their devices on a frequent basis, it is imperative that the security solution keeps ahead of these changes. This service comes standard with the annual maintenance contract and includes all of the services listed below:

**Daily Update Service.** Impulse's data center is connected to the system and provides updates on new device fingerprints, new operating system releases, and new AV packages. These updates are pushed automatically on a daily basis.

**Nightly Back-Up Service.** This service backs up the policy configuration every night, so that in the event the appliance fails or the configuration file was deleted, Impulse can restore the system immediately. This also eliminates the need to document policy decisions.

**System Monitoring.** The health of the system is monitored continuously—24/7. If a problem is detected, the Impulse support team can take proactive action to head off the escalation of the issue. This could involve actions like tuning the performance of the system or re-allocating memory resources within the appliance.

**Technical Support.** A technical team is available to provide personal assistance to technical issues or how-to configuration questions. The process involves a support ticket system, which is not closed until the Customer agrees that that problem has been resolved. Along with the monitoring service, the Impulse support team owns the responsibility of determining the problem and finding a resolution.

**Remediation Messaging and Links.** The enforcement of the Customer's security policies hinges on the ability of the user to correct the state of their device and get it back within the policy. This means that the system has to provide clear instructions to the user as to the cause of the problem and how to correct the issue. The managed service provides updates so that users get the appropriate remediation message and instructions. For example, this includes Internet links to vendor sites with instructions for anti-virus version updates.

### Product Releases.

- **Software Updates.** The annual support contract includes all new version releases as well as software updates (aka point releases) at no additional charge.
- **Hardware Updates.** The annual support contract also includes hardware refreshes for life. This industry-unique offering means that as long as the system is under a support agreement, Impulse will update/replace the hardware appliance at no charge. As Impulse adds new features to the system, the original appliance may need to be replaced.

Impulse will do this for free, regardless of how long the Customer owns the system.

### Installation Services.

- **Installation.** The installation of the SafeConnect is easy, straight forward, and quick. We will configure a system and send it to the Customer. In short, the system simply needs to be installed in a rack and powered on. Steps included in this process: establishing communications with DHCP and the directory services, installation of a short script on the Layer 3 router and/or communications to a wireless controller or access points. Impulse would recommend about 2-4 hours to complete the initial installation.
- **Deployment.** Once the system is installed, the deployment process takes place. During this phase, the Impulse Project Manager will work with the Customer on policy creation and implementation and guide the Customer through the deployment process by providing recommendations and direction.
- **Project Manager.** Continuity is important. For this reason, Impulse assigns a Project Manager who will work with the Customer for up to 90 days to guide the deployment process and offer advice on best practices and how to get the most out of what the system can do.
- **Branding.** The Project Manager will assist in branding the user interface pages and provide instruction on modifying these pages so the Customer can make changes in the future.
- **Policy Creation.** The system has the capacity to customize policies for each environment. The Project Manager will assist in setting policies through the system interface.
- **Training.** The knowledge includes training via on-line video and one-on-one skills transfer training sessions, as well as through the actual deployment process, where the Impulse Project Manager will provide guidance and hands-on training.
- **Archiving.** SafeConnect will retain detailed policy and connection data on the appliance anywhere from one to twelve months depending on the environment. For long term data storage the system can be set to automatically export this data to a SQL database.

### Impulse | Experience the Freedom

Impulse is the leading provider of Contextual Intelligence™ and access control solutions in support of BYOD-friendly enterprises. Impulse securely and efficiently automates BYOD by combining our real-time, context-aware and simplified architecture, remote managed support services and customer-centric business philosophy to enable customer freedom. Our customers know this as the Impulse Experience. The security of more than four million endpoints is entrusted to Impulse. Visit [www.impulse.com](http://www.impulse.com)