



MANAGED DATA NETWORKS: PROACTIVE SECURE

Delivering exceptional levels of security and proactive management for your Managed Router and Managed Switch service.

Product summary

Telstra's Proactive Secure is a Managed Data Networks (MDN) service tier that can offer you the highest levels of protection when added to the management of your routers and LAN switches. As security threats rapidly evolve and become more sophisticated, many organisations require additional assurance that networks and data will not be compromised. This is especially true for government agencies or businesses that have highly confidential transactions.

With MDN Proactive Secure, your service is delivered by Defence Signals Directorate (DSD) cleared staff while the management systems are housed in ASIO T4 compliant facilities. Site-to-site and management traffic is encrypted and leverage the ISO 27001 Security Standard certification over Telstra's IPWAN, and IPMAN.

In addition, the service provides comprehensive proactive management including proactive monitoring and alarming, response, diagnosis, repair and reporting, so it is ideally suited to mission-critical sites.

With Telstra's MDN Managed Router and MDN Managed Switch services, you can benefit from high availability and performance on your data network. MDN Proactive Secure ensures you have extra security to help you maintain the integrity of your information.

* Proactive Secure is an optional, value-added service available only to Telstra Managed Data Networks (MDN) customers.

Product features

Security

All Telstra staff managing the Proactive Secure service tier have been cleared by the Defence Signals Directorate to 'Protected' level, while Telstra's management systems are housed in a highly secure ASIO T4 certified data centre that offers outstanding physical and virtual security.

Telstra's management links use a DSD certified gateway, along with secure protocols such as:

- Secure Shell (SSH): a network protocol that allows data to be exchanged using a secure channel between two networked devices
- SNMPv3 (an encrypted Management Protocol)
- Secure Copy Protocol (SCP): a means of securely transferring computer files between a local and remote host or between two remote hosts based on the SSH protocol.

The service is underpinned by the protection of the ISO 27001 Security Standard certification over Telstra's IPWAN, and IPMAN networks. Managed Network devices are monitored 24/7 by the Telstra Security Operations Centre.

Network Implementation

Telstra offers full design and commissioning services with professional on-site installation with your choice of MDN and DSD accredited routers and switches. An optional secure site audit is available for an additional fee.

Network management

Proactive Secure offers 24/7 service coverage, 365 days a year, based on either a 12, 24 or 36 month contract term. This includes:

- Proactive incident monitoring and notification
- Service assurance
- Equipment restoration
- Transmission restoration
- Minor, simple network alterations (major or complex alterations incur a fee)
- A single Help Desk to report any issues

Telstra will also manage equipment operating system software and configuration files. In addition, we will advise you if the assets managed on your behalf are approaching end-of-life for vendor support, and suggest alternate devices. On-site maintenance of equipment is optional and incurs an extra fee.

Performance Reporting

Monthly activity reporting is standard with the Proactive Secure service tier. We also offer the option of online reporting or monthly written analysis reporting.

Product benefits

Proactive Secure is ideal for any organisation that needs highly available network operations and exceptional security. The service can help you:

Enhance security

Telstra employs proven measures across our people, processes and technology to help ensure your corporate information remains confidential and secure.

Increase visibility of operations

The Proactive Secure service tier can provide complete visibility from the core network to our devices, with enhanced, integrated reporting and alarming to give you better insight into network performance.

Improve business performance

Telstra can provide faster response and restoration of faults – to agreed service levels – to improve network performance and reliability. In turn, this can boost productivity and business operations.

Minimise risk

Telstra's expert resources, 24/7 monitoring and robust networks can help you minimise risk. We also offer a design consultancy and can recommend and implement network configuration and dimensioning to help you develop low-risk strategies to support current activities or future growth.

Greater flexibility

You can easily scale your service up or down as your business changes, or add additional services from the MDN suite of solutions as required with minimal risk and delays.

Improve financial outcomes

Telstra provides trained resources, management tools and systems so you can replace costly capital expenditure with a consistent operating cost. We can also optimise the management of your equipment lifecycle and reduce the time and cost of managing multiple vendors.

Focus on core business

With high-quality support from Telstra via a convenient single point of contact, your IT staff can focus on activities that deliver more value to the organisation.

Why Telstra?

Telstra provides network services and solutions to more than 200 of the world's top 500 companies. They rely on us to do business across 240 countries and territories and to enable greater productivity, efficiency and growth.

Telstra solutions offer the best of all worlds – skilled people and a rich portfolio of services delivered on our world-class Telstra Next IP™ network and Next G™ network. To ensure reliable performance, they're monitored and maintained from our dedicated centres using advanced management and operational systems. And they're backed by Telstra Enterprise-grade Customer Service™ and one of Australia's largest and most qualified field and technical workforce.

IF YOU HAVE ANY QUESTIONS
PLEASE CONTACT YOUR
TELSTRA ACCOUNT EXECUTIVE
VISIT [TELSTRA.COM/ENTERPRISE](https://www.telstra.com/enterprise)
OR CALL **1300 TELSTRA**

