

# Managed VPN solutions.

## Secure remote access.



Information security is a concern for all organizations. The more your organization relies on data networks and the Internet, the more vulnerable it is to security breaches. These breaches not only result in harm to your system, they threaten your reputation, the trust of your customers and even your compliance with government regulations.

Security breaches can also compromise access to IT-based applications, which organizations rely on daily to operate their businesses. Without access to these applications, many organizations could not function efficiently, if at all.

While significant progress has been made in securing the corporate head office – much less has been done to secure remote sites and remote workers. And yet, multiple office sites, international networking, access to information at any time and from anywhere are commonplace today. This greater access comes with a higher risk of security breaches. Securing remote sites and remote workers has become a necessity.

Even though the technology is readily available to meet these increasing demands, organizations rarely have the skilled resources to manage and support the requirements of their growing security infrastructure.

### The solution.

TELUS Managed VPN solutions give your organization a first line of defence by securing the traffic flowing into and out of your network. Branch offices, remote workers, travelling employees and suppliers can all connect without compromising security. Security procedures and tunneling protocols that encrypt and decrypt data enable these solutions to maintain privacy over a shared network such as the Internet.

Our solutions include:

- Managed VPN
- Managed SSL VPN
- Managed Secure Authentication

### Managed VPN

The Managed VPN service is our IPSec VPN solution; it is ideal for site-to-site connections. IPSec-based security handles encryption and transport of data. This secure, wide-area communications service provides organizations with high-performance, cost-effective internetworking between head office and remote sites.

Our Managed VPN service is based on either TELUS-owned or client-owned appliances installed at the client's premises and remotely managed by our Security Operations Centre. With TELUS as your partner, you leverage our security expertise for the installation, configuration, maintenance and ongoing management of your VPN and security policies.

### Managed SSL VPN

If you have remote workers who are highly mobile and need to connect from a variety of devices, such as airport kiosks, our Managed SSL VPN provides the flexibility they require.

The service uses Secure Socket Layer (SSL) – already available on all standard Web browsers – as the secure transport mechanism. Because there is no client software to configure on the end-user device, time and costs for implementation and ongoing support are greatly reduced.

For organizations where security is a priority, SSL VPN offers extremely granular access controls. Based on the user type, access can be limited only to the applications they require. With an IPSec VPN solution, access is provided to the entire network.

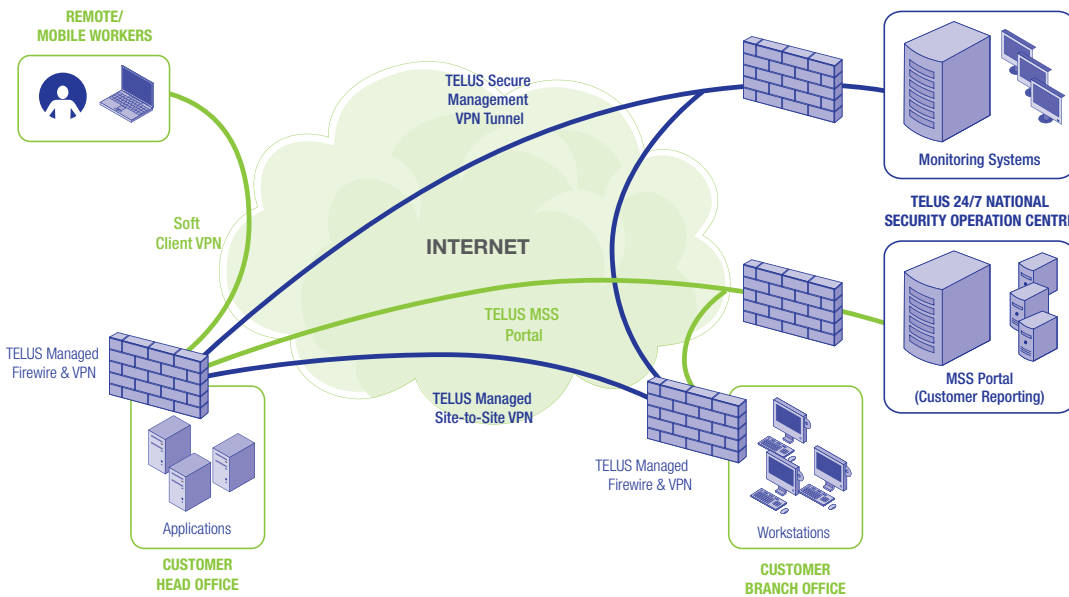
SSL VPNs also offer end-point protection. When a user attempts to establish an SSL VPN connection, the end-point device (PC, PDA or kiosk) is scanned to ensure it has an up-to-date virus protection and operating system. Access is allowed only when your organization's policy requirements are met.

### Key benefits.

- **Secure, efficient and economic access.** Reduce the risk of security breaches from remote sites.
- **Worry-free security management.** TELUS has the advanced capabilities, knowledge, skills and services to provide comprehensive security solutions.
- **Access to the TELUS team of security experts.** Our experts will work with you to enhance your security posture through continuous monitoring, management, and immediate response to potential security threats.
- **Flexible cost models.** Our monthly subscription models can be structured to meet your specific needs. We offer fully bundled solutions including all hardware, software, remote management, monitoring and maintenance. If you've already invested in equipment, we can manage that too.
- **Improved efficiency of your resources.** With our managed solution, we take care of the implementation, maintenance, monitoring, and support so your staff can concentrate on strategic initiatives that grow your business.

SSL VPN is ideal for mobile workers and users connecting from an insecure end-point, as well as connecting business partners, suppliers and customers to specific resources on your corporate network.

IT ENVIRONMENT	IPSEC VPN	SSL VPN
Connection Type	Fixed	Transient
End-Point Device Type	Corporately Managed	Varying Devices
Access Type	Site-to-Site	Remote/Mobile
Access Controls	Robust Firewall Functionality	Enable Access Management Policy Enforcement



The service framework illustrates how TELUS delivers 24/7 security at a fraction of the cost of in-house security. From National 24/7 Secure Operations Center's monitoring your security posture to our secure web based MSS Portal providing reporting capabilities through the convenience of your web browser.

### Managed Secure Authentication.

As the number of remote workers in your organization grows, there is greater potential for unauthorized access to your network. Most VPN solutions require only a single password as the default authentication method to protect against intrusions. However, passwords can be stolen or intercepted, which creates vulnerability in an otherwise secure infrastructure. Higher levels of security can be achieved by using multiple levels of authentication, also known as multifactor authentication.

The TELUS Secure Authentication solution, included with our Managed VPN solutions, requires users to prove who they are by two different methods: a password and a dynamic personal identification number (PIN). The PIN is displayed on the screen of a special keychain token carried by each user. Because the PIN used to access your network changes every minute, your business gains much higher security than conventional passwords. It's like changing the locks at your office every minute.

### Managed service features.

#### Design and implementation:

- Confirmation of requirements
- Equipment and vendor maintenance package procurement
- Device(s) configuration
- Remote user lists creation on device(s)
- Tunnel creation
- Device installation
- Acceptance testing
- Warranty and support registration
- Security portal provisioning
- Client portal training

#### Management and alert monitoring:

- 24/7 health monitoring of firewall / VPN devices and applications
- Ongoing device security and maintenance updates
- Defective hardware replacement
- Implementation of rules changes
- 24/7 monitoring of real-time alerts
- 24/7 proactive response on critical threats and alerts
- 24/7 incident handling guidance
- Event viewing and reporting
- 24/7 client access to security portal (including reports)

#### Service levels:

- Service availability: 99.97% (based on HA configuration)
- Customer notification of critical events: 15 mins
- Average time for non-critical configuration changes: 12 hrs

GET THE BEST FOR YOUR BUSINESS.

Do more with TELUS solutions. Connect with us today and we'll show you how.

Contact your TELUS Account Executive, call **1-866-GO-TELUS** or visit [telus.com/businesssecurity](http://telus.com/businesssecurity)