



SDN COMMUNICATIONS

NETWORK SURVEILLANCE CENTER

24x7 Connection Protection.



MONITORING

Device Monitoring – Our 24x7x365 Device Monitoring Solution covers a multitude of standard Internet Protocol devices, including routers, switches, servers, firewalls and web-driven services. This offering provides an up-down status of their availability and allows you to monitor key network performance indicators via a secure custom portal. This is a customized service offering SNMP, ICMP or customized scripting for specialized Internet services. The service includes multiple on-demand, ad-hoc reporting tools enabling you to promptly investigate and resolve network issues. A sample of reporting information available via the portal includes:

- Top x Interface Utilization
- CPU Usage/Trending
- Memory Usage/Trending
- High Queue Drop Rate
- Errors
- Discards
- Temperature
- Additional custom reports as needed

NetFlow Traffic Analyzer - Our NetFlow Traffic Analyzer solution puts bandwidth utilization information at your fingertips. At some point, you will be asked “What traffic is traveling our network and is it necessary?” NetFlow Traffic Analyzer allows customers to capture data flows from the traffic traversing their network on a continuous basis. This tool converts the raw flow data into easy-to-use charts and tables enabling network administrators to know exactly where and by whom network resources are being used.

Highlights:

- Monitors network traffic by capturing flow data from network devices, including Cisco® NetFlow v5 or v9, Juniper®, J-Flow and sFlow®
- Quickly and easily identifies which users, applications and protocols are consuming the most network bandwidth
- Provides historical trends for WAN and LAN bandwidth usage to determine whether additional bandwidth needs to be purchased
- Easily allows network traffic reports to be generated

Syslog and SNMP Trap Management Services - Our Syslog and SNMP Trap Manager allows network administrators to quickly troubleshoot network issues by analyzing Syslog or trap information from a single web interface, instead of polling multiple devices. The information is stored in an SQL database with ad-hoc query abilities allowing easy access when a problem occurs. Our team of engineers will work closely with you to design filters, alerts and reporting functions tailored to your needs.

Features:

- Receive and process Syslog and SNMP trap messages
- Customized alerting capabilities
- Simple search and filters based on severity
- Customized reporting services

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MONITORING, CONTINUED

Application Monitoring with Custom Scripting – Do you want to know a job failed to complete precisely when it fails — or hours later when users are screaming for data? Manually monitoring all your data manipulation processes can be an enormous task. It's easy to ignore a process that works correctly 99% of the time, but recovering from that 1% failure can set you back hours or days. Scripted remote monitoring of any data process with customized alerts allows you and your staff to focus on projects and support your business.

Website Monitoring – This solution is designed for those who have high-value or high-volume transactions. It can be configured for a block of critical URL addresses and ports, or á la carte for specific user-defined ports. The NSC will take it from there, testing your selections for availability and status as frequently as you decide.

Database Monitoring – This offering extends the constant watch of our technical experts and Network Surveillance Center across industry standard SQL databases. When you need the highest possible service level from your database, this service ensures you 24x7x365.



PREVENTION AND DETECTION

Intrusion Detection & Prevention Services – The highlights of this offering include an integrated view into the security of all your network devices. Standard and customized web-based security reports are available to provide an overall improved security posture. Signature-based firewalls can only do so much; deflecting attacks requires more. The key to IDS is making immediate responses to threats and hackers. Our 24x7x365 security experts provide constant monitoring and the ability to react immediately. The use of best-in-class hardware and software allows SDN to provide a customized, cost effective end-to-end solution based on your needs.

Network Firewall Services – Managed Network Firewall Services protect your network perimeter 24x7x365 from a vast number of select types of external threats. Service is customized from your standard protection from Denial-of-Service attacks to specific threats defined by you. Service includes daily, weekly and monthly reporting. The ability to change your service as your needs or threats change sets SDN apart as the industry leader in the Managed Network Firewall Service.

Managed Vulnerability Scanning – This service includes internal and external scanning of your network to identify weakness in relation to known threats. Our security experts will work with your IT staff to determine frequency and duration for scanning. Customized detailed reporting follows every scan, and our security experts will work with your IT staff to develop plans to remove network vulnerabilities.



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EQUIPMENT SUPPORT & BACKUP

Managed Router Service Offering (MRSO) – The Managed Router Service Offering is a customizable WAN service offering that may include the configuration, implementation, operation and management of network routers, switches and other customer premise equipment. Each MRSO customer determines the services and SLA levels that best meet their budget and business needs. MRSO can also include equipment rental and maintenance along with device backup with a multitude of connectivity options, depending on the customer's in-house resources and needs.

Configuration Backup – The ability to have all your network device configurations backed up and stored off-site is critical. "Compare" technology allows our security staff to automate the process of maintaining an unlimited number of unique configuration saves. If you need the last three configuration changes saved, or the last 300 changes saved, we have the solution for you.



REPORTING

Managing the enormous amount of data available from today's network gear can be a daunting task even for the most seasoned IT staff. Our ad-hoc reporting capabilities or "out-of-the-box" reports are excellent resources, but it is our custom reporting functions that set us apart.

The reports we can provide to our clients are often their main source of data for decision-making. The data in our systems are maintained at their lowest component level, allowing us to easily create custom reporting for our clients. Our goal is to ensure that the reports you receive are meaningful in your environment.

Enhanced Customer Control (ECC) - Threshold Manager – This SDN Communications flagship product works across all service offerings. Sound threshold management alerts you to only the most important issues so you are not bothered by constant minor alerts. ECC gives you the ability to manage and change your thresholds anytime from anywhere. A secure custom web portal puts the power to change or update in your hands. Thresholds can be defined from occurrences in a minute/hour/month/year, or any combination of these timeframes. ECC also supports threshold nesting. This allows an unlimited number of cause/effect and fault/alert definitions to be established. Alerts include pager, fax, text message, live agent call out, or any combination based on your customized needs.



ACCESS

Custom Secure Portal – The ability to see what you want when you want is the basis to our turn-key solution. By assigning roles to specified user groups within an organization, custom views can be built to only display the necessary information for that group member to perform his/her job functions. The NSC project team will design the views/contents and personnel access for roles defined by you.



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ABOUT THE NETWORK SURVEILLANCE CENTER

The Network Surveillance Center (NSC) was developed to provide a watchful eye on network devices and system security. The NSC's ability to provide custom reports and alerts based on complex requirements makes it an essential tool for businesses large and small.

SDN acquired the "Best-of-Breed" products in each area that would provide the reporting and alerting functions that were required. SDN then looked to in-house programmers to create an application that was able to bring all of the toolsets into a single customer-friendly application that is now available to all SDN clientele.

- Product Concept Established - late 2004
- First Customer Signed - February 2005
- First Customer Live - October 10, 2005
- Available to Commercial Customers - January 2006
- Currently Monitor Over 1,900 Network Devices
- Currently Monitor Over 21,000 Network Interfaces



ABOUT SDN COMMUNICATIONS

SDN Communications staff prides itself on making complex communications technologies simple for offices. It's what we call *business simplification*. Our business solutions include:

- Broadband Connectivity
- Internet
- Network Surveillance
- Networking Equipment & Phone Systems

You'll find SDN's 21,000 miles of fiber optic network the most reliable and extensive network in the region, touching more than 300 South Dakota communities, not to mention Minneapolis, Omaha and Fargo. Plus, SDN partners with regional and national providers to carry electronic communications nationwide.

SDN is the provider for:

- State Government
- Wireless Carriers
- Health Care Providers
- Banking
- National IXCs
- Small to Medium Businesses
- Enterprises



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