



Technology Lifecycle Advantage

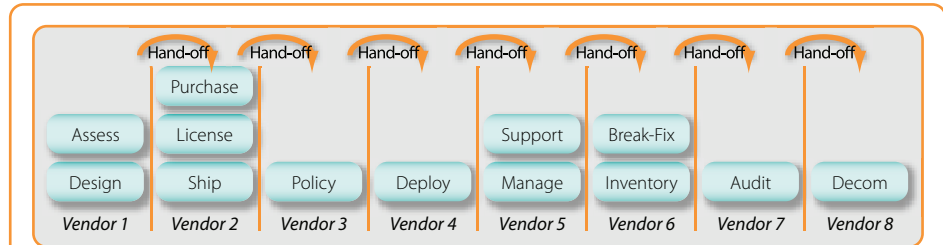
Leading IT organizations are examining how they can significantly lower cost and reduce risk by changing the way they assess, procure and manage technology throughout the entire lifecycle, from initial assessment to decommissioning. TELEHOUSE is uniquely positioned to help. Our proactive approach combines a comprehensive end-to-end portfolio of global security, risk, and compliance solutions that blend expert consulting, managed services, and the most appropriate third-party vendor technologies. Our full lifecycle approach can save up to 25%, improve system availability, and reduce security risk.

Organizations find that they are relying on a long list of vendors to manage standard security and infrastructure technologies such as firewalls, IDS/IPS, network equipment, databases, and other components of the IT stack. Different vendors handle different parts of the process, and each hand-off exposes organizations to unnecessary complexity

and lack of visibility and control. Additionally, working with multiple vendors causes higher technology, services, and administrative costs. Managing the responsibilities for each vendor and burdening IT staff with both finding a problem's root cause and determining the responsible party(s) results in increased exposure, interrupted availability and potential out-of-compliance issues.

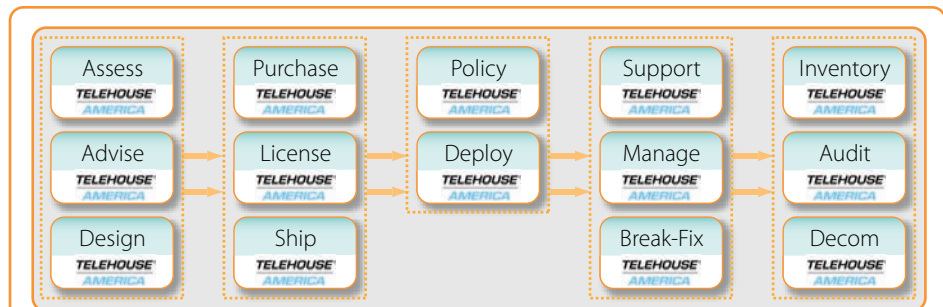
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| <p>Assess, Advise and Design</p> <ul style="list-style-type: none"> Comprehensive business-focused and balanced advisement Relative Return-On-Investment |
| <p>Purchase, License and Ship</p> <ul style="list-style-type: none"> Vendor Management |
| <p>Policy Development and Deployment</p> <ul style="list-style-type: none"> Policy Management |
| <p>Manage, Support and Break-fix Services</p> <ul style="list-style-type: none"> 24x7 Management, Monitoring and Alerting Break-fix Platform Management Help Desk Support Remote System Management and Rebuild Reporting Service Level Agreement |
| <p>Inventory, Audit and Decommissioning</p> <ul style="list-style-type: none"> Inventory Management |

For more information visit www.TELEHOUSE.com



The figure above is a typical example:

- Increased risk at each hand-off point: Unneeded vulnerability as non-security vendors handle security tasks
- Higher technology, services and administrative cost: Working with multiple vendors
- Loss of time when things go wrong: Increased exposure, interrupted availability and compliance issues



TELEHOUSE Technology Lifecycle Advantage

- Reduced risk with a seamless approach
 - One partner to manage the entire solution lifecycle eliminates accountability issues
 - Proven experience and deep expertise in all areas of lifecycle management
- Lower technology, services & administrative cost
 - One partner contract allows for greater economies across the board
- Rapid response time and faster remediation when events occur
 - Everyone knows who needs to take action



TELEHOUSE Solution

TELEHOUSE works with you collaboratively as your trusted information security and risk advisor. Our services cover the complete information security life cycle from initial assessment through policy planning, hands-on deployment and 24x7 management and support.

Our deep and broad information risk management expertise and extensive portfolio of interrelated security consulting, business process, and infrastructure services leverage proven technologies to enable highly effective full lifecycle management solutions.

Expertise in all areas of the Technology Lifecycle

TELEHOUSE is purpose-built to harmoniously manage all aspects of the technology lifecycle. This results in reduced risk and cost as well as increased visibility and predictability of your IT environment.

Assess, Advise and Design

- *Comprehensive Business-Focused and Balanced Advisement*

Based on TELEHOUSE's industry-leading risk methodologies, TELEHOUSE will review both current and planned infrastructure implementation and architecture.

- *Relative Return-On-Investment*

Innovative prioritization for driving management decisions includes Relative Return-On-Investment. Meaningful action plans help you decide the best next-step and subsequent steps for reducing risk, achieving compliance, reducing cost, and improving service levels. TELEHOUSE's unique Relative Return-on-Investment, which includes weighing of capital versus operational spending, provides you with a roadmap for achieving the optimal balance of service level, security, and budget.

Purchase, License and Ship

- *Vendor Management*

Consolidate your vendors with a global industry leader. TELEHOUSE provides an unparalleled portfolio of end-to-end security solutions, with over 80 best-of-breed products, significant worldwide investment in research and development and the expertise to help you custom tailor complete solutions specific to your organizations needs.

Policy Development and Deployment

- *Policy Management*

Policy Management allows calls to TELEHOUSE's operations staff to make configuration changes to security policy at any time. TELEHOUSE will use its extensive network security expertise to validate, design and implement changes to your security policy. TELEHOUSE ensures that insecure changes are identified and avoided so that a robust security policy is maintained.

Manage, Support and Break-fix Services

- *24x7 Management, Monitoring and Alerting*

TELEHOUSE provides a comprehensive scalable managed security service and portal incorporating industry best practices and a global team of experts. We offer a worldwide service with multilingual support, a correlated 24x7 proactive view of changing threats, and close vendor relationships that speed problem resolution.

- *Break-fix*

SecureOnsite is a comprehensive break/fix service that covers replacement of failed hardware and the deployment of new hardware anywhere in the world. This service can be customized to fit your specific domestic or international data center and non-data center needs relative to the care, operation and repair of network equipment and associated software.

- *Platform Management*

TELEHOUSE looks after the day-to-day maintenance and management of the security system, performing software updates, log analysis, configuration changes and configuration backups to keep the system running reliably and securely.

- *Help Desk Support*

SecureCall provides your business with a highly qualified single point of contact responsible for ownership, tracking, and technical resolution of your support cases. SecureCall was developed using experience gained working with thousands of clients around the world.



- **Remote System Management and Rebuild**
A catastrophic failure need not mean that communications are impacted for long. Once a hardware replacement has been provided —facilitated by TELEHOUSE —a remote system rebuild can commence in a matter of hours.
- **Reporting**
A wealth of reporting options are provided via the TELEHOUSE Managed Services Portal. These reports include details of alerts, system availability statistics and graphs, system resource usage and, of course, policy modification events. Reporting parameters are flexible and can be tailored to meet your organization's unique requirements.
- **Service Level Agreement**
TELEHOUSE offers a service level agreement that provides targets for response to alerts, timeframes for validating, designing and implementing change requests and guarantees on availability.

Inventory, Audit and Decommissioning

- **Inventory Management**
TELEHOUSE's Inventory and Audit and Decommissioning service gives you an accurate representation of your physical inventory and actionable recommendations for how to optimize your IT environment. Our teams have experience in keeping systems up-to-date, making recommendations, and enabling the process for decommissioning and removal.

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