Solutions for SP Managed Services

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About UBIqube

UBIqube is a global integrated network, security & VoIP management solution vendor.

- Created ’06, France Telecom R&D Spin-off, incorporated in 2000
- Go to Market started in 08
- Engineering in Grenoble, sales presence in France, Russia, CIS, USA, Dubai and Hong Kong
- Reinventing Service Delivery technology in the Management/OSS industry endorsed by blue-chip leaders worldwide
- Cisco CTDP Certified and approved for ISPN partner

Request a demo at support@ubiqube.com

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Four Pillars of Success for MS

Attractive Service Offering

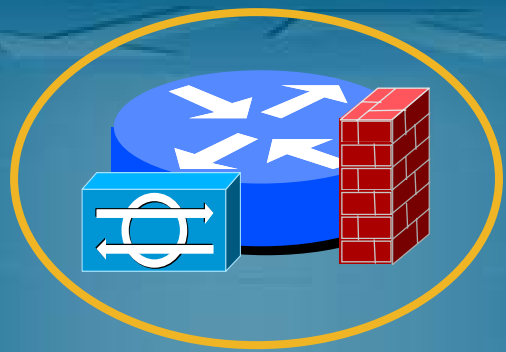
Service packages that address pain-points

TCO Tools and flexible pricing to lower entry

Managed Service Bundling

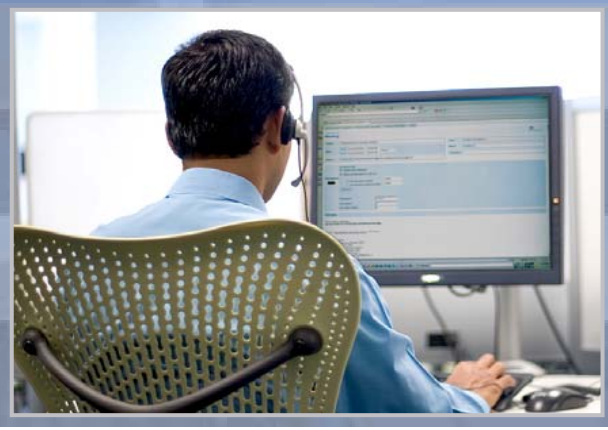
System / network integration capability

INTEGRATED DEVICE



SERVICE LEVEL AGREEMENT

NOC/SOC – Customer WEB PORTAL



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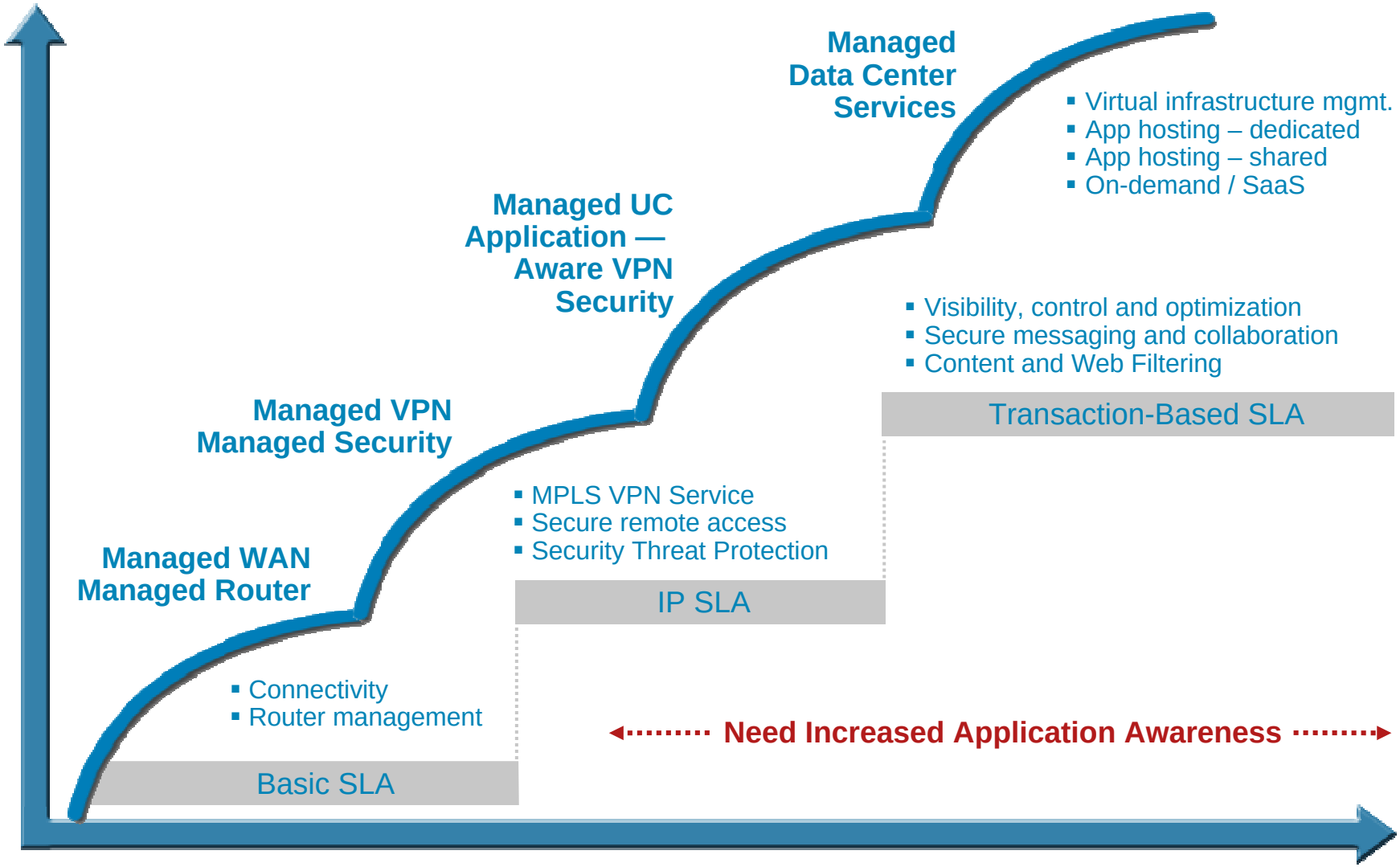
Managed Services Evolution

Need Increased Application Awareness



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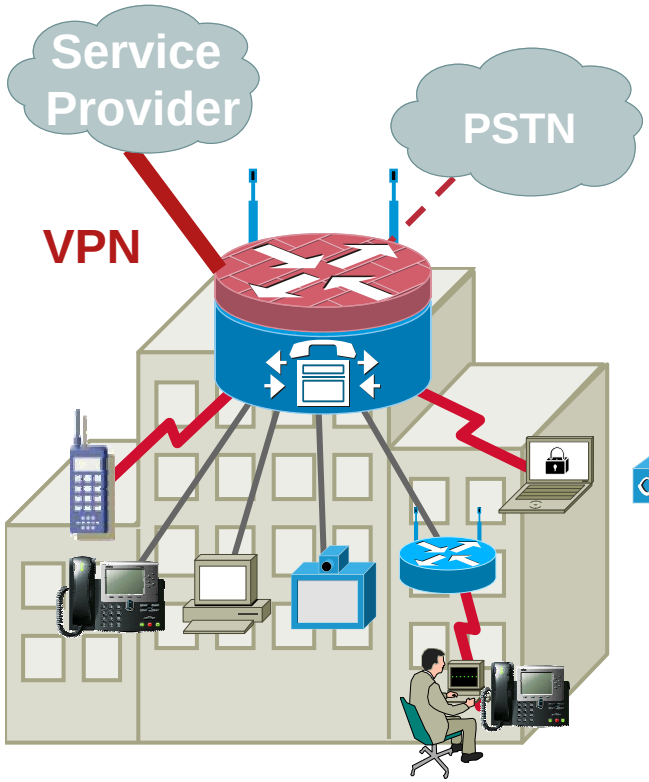
Integrated Service Platform for Managed Services



Cisco Integrated Services routers, *Build Service Annuity with Single, Flexible CPE*

Connectivity	**Frame Relay, ATM, Leased Lines, DSL, Satellite, 3G**
Connectivity Services	**QoS, Compression, Access Lists**
Secure Connectivity	**Encryption (3DES, AES) VPN, V3PN, DMVPN, Easy VPN, GET VPN**
Security Services	**Firewall, IDS/IPS, URL Filtering**
Switching and WiFi	**L2 Switching, 802.3af In-Line Power, Wireless LAN (WiFi), Land Mobile Radio**
Voice Services	**Call Processing, Voice Mail Auto Attendant, SRST Gateways, Conferencing, VoWLAN, LMR over IP, SIP Trunking, SRTP**
Application Acceleration	**Caching, Pre-Positioning Streaming, URL Filtering**
Advanced Mgt.	**Built-in instrumentation**

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Service Level Agreements

	Base	Silver	Gold
Service Provisioning	25 Business Days	25 Business Days	25 Business Days
Service Quality	Best effort	3 Class of services	5 Class of services
Hours of service	Weekdays 8 am- 5pm	Weekdays 7am-9pm	24 hrs 7 days
Hours of service for requests for information and change management	Weekdays 8-17	Weekdays 8-17	Weekdays 8-17
Problem management reaction time	Max 8hrs During service hours	Max 4hrs During service hours	Max 1hr 24 hrs 7 days
Hardware replacement time	Next Business Day	4 hours	4 hours
Network Availability	99.95%	99.95%	99.95%
Average Site Availability	Not Guaranteed	99.70%	99.85%
Remote site backup	Not Available	Option	Option
High availability (main site)	Not Available	Not Available	Option
Network Reporting	Availability	Advanced network monitoring: Throughput metrics, reporting (Response Time, Network Delay, Packet Loss, Network Delay Variation (Jitter)	Advanced network monitoring and application performance monitoring

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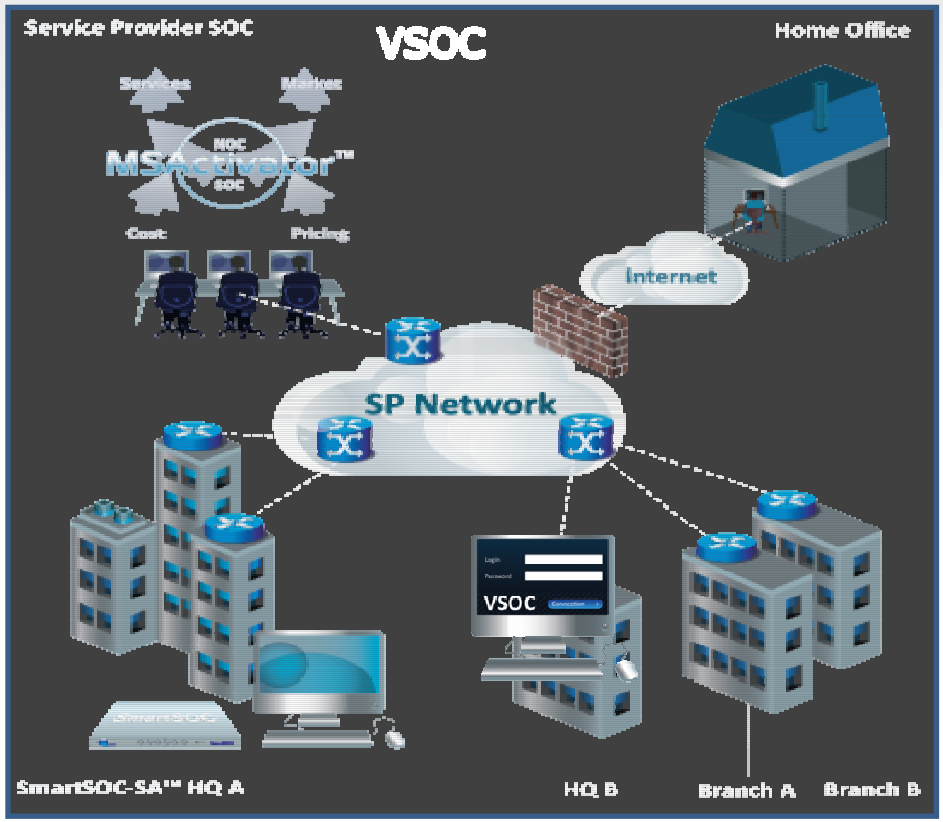
UBIqube product offering



- SmartSOC : UBIqube Enterprise management appliance helps organizations streamline their network and security lifecycle management.
- MSActivator :UBIqube Service Provider Solution Suite is the corner stone of a Converged Managed Services offering.
- SmartSOC-SA: UBIqube Service Provider management appliance installed on customer premises acting as a remote service agent and a local archiving device.

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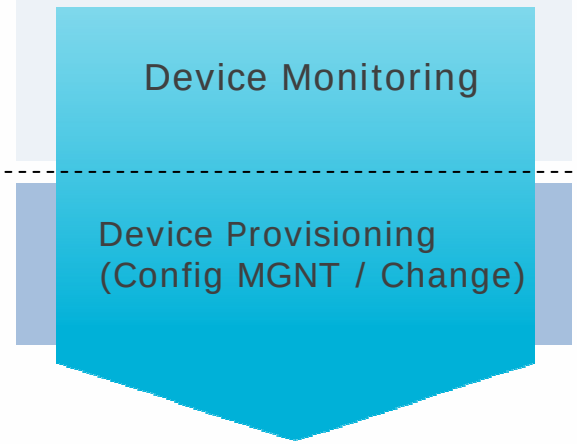
Converged Management

Technology	Management Segment	Market Analysis
Log/syslog	Event Management	Diversity of tools. Sophisticated niche focused solutions. (Audit, Vulnerability, Correlation, etc.) No 80/20 approach, no easy integration in unified interface. Costly.
SNMP	Device Monitoring	Lifecycle oriented solutions. (HPOV, etc.). Mature segment. Costly.
Vendor Specific CLI	Device Provisioning (Config MGNT / Change)	Heterogeneous, complex, vendor specific tools. Not scalable.



Converged Network , Security and VoIP Management Solution

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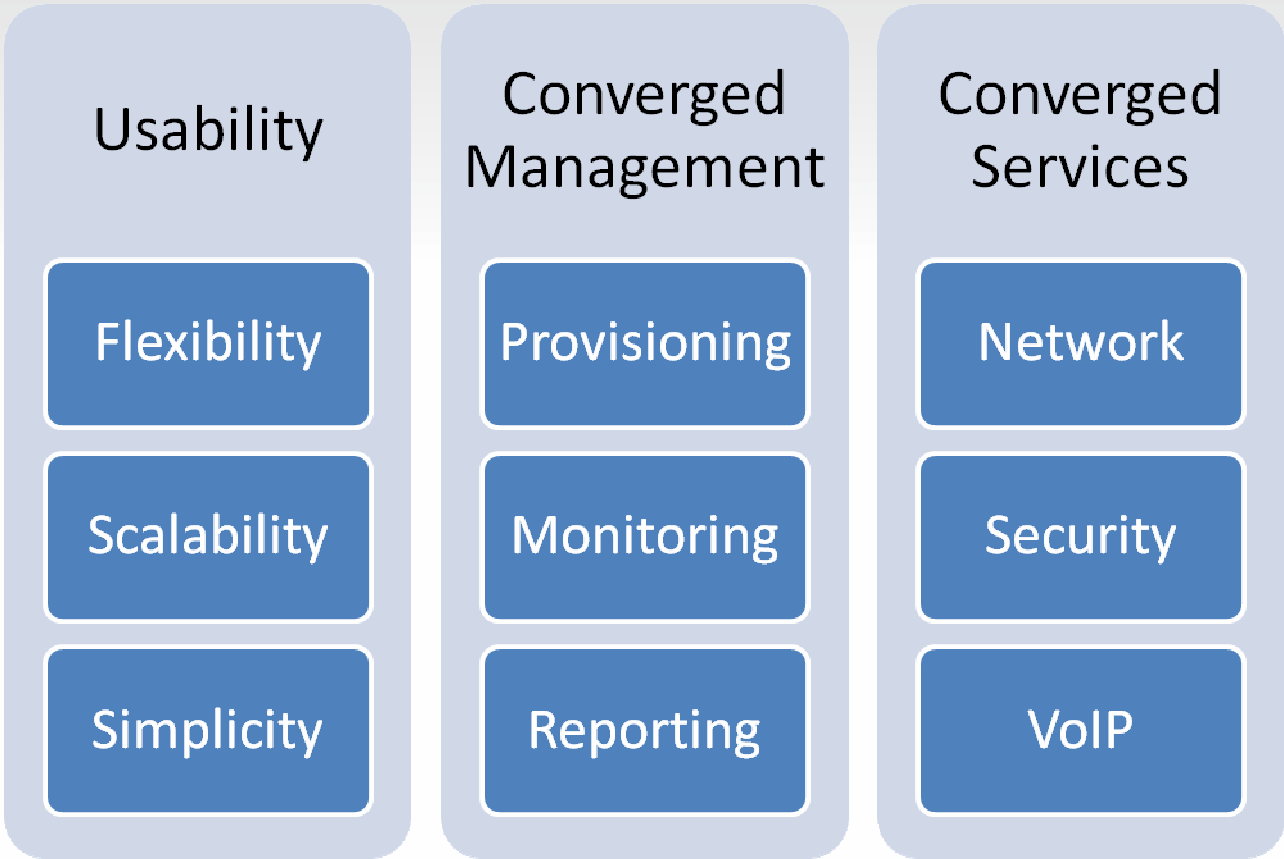
UBIqube's Service Delivery Vision&Strategy



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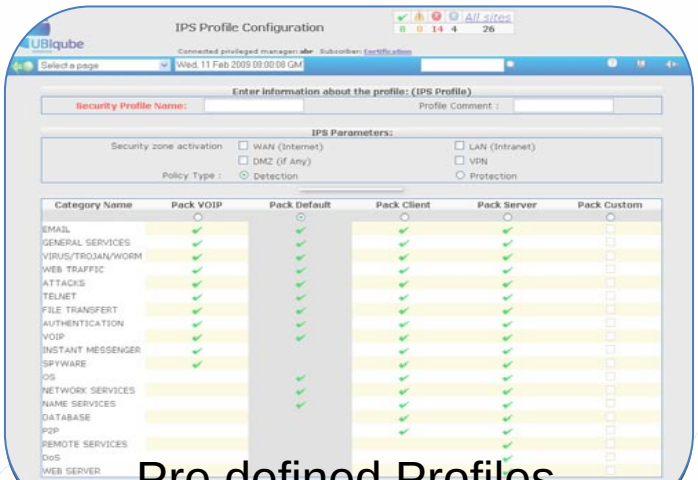
Intuitive Web Based GUI



Pre defined Profiles

Reduces the level of expertise of field engineering in day to day routines.

Answers the branches proliferation (11% per year) management nightmare.

Value for the SP :

- Reduces the OPEX
- Offloads back office
- Reduces the delivery time

Value for the Customer :

- Reduces the costs (TCO and OPEX)
- CxO Pitch

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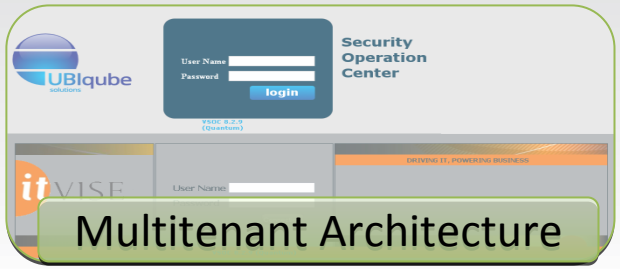
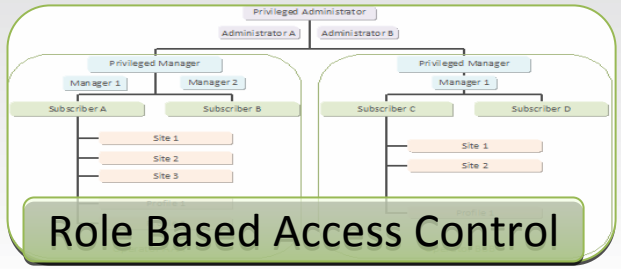
Converged Management & Converged Services





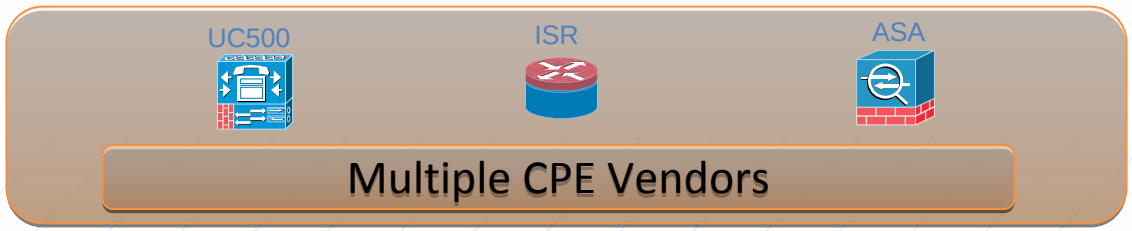
Device
Staging
Provisioning

VPN
FW
IPS
CF
Voice
ITIL Based
Service Delivery

KPI Monitoring
Alerting
SLA Management

Detailed Reporting
Compliancy
Log Management

Asset Management



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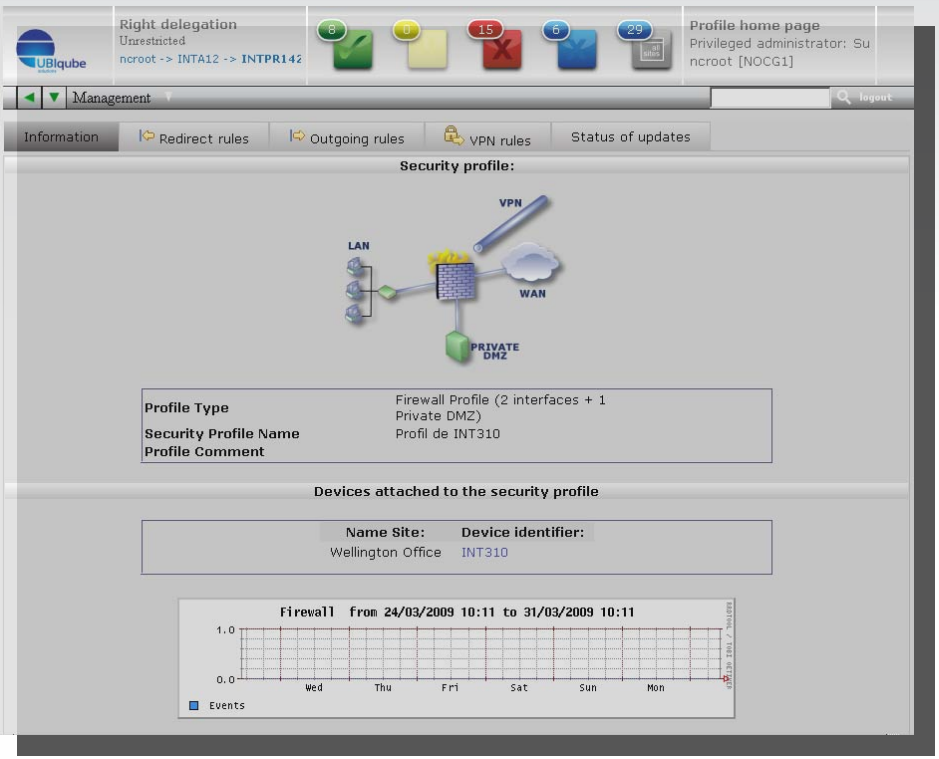
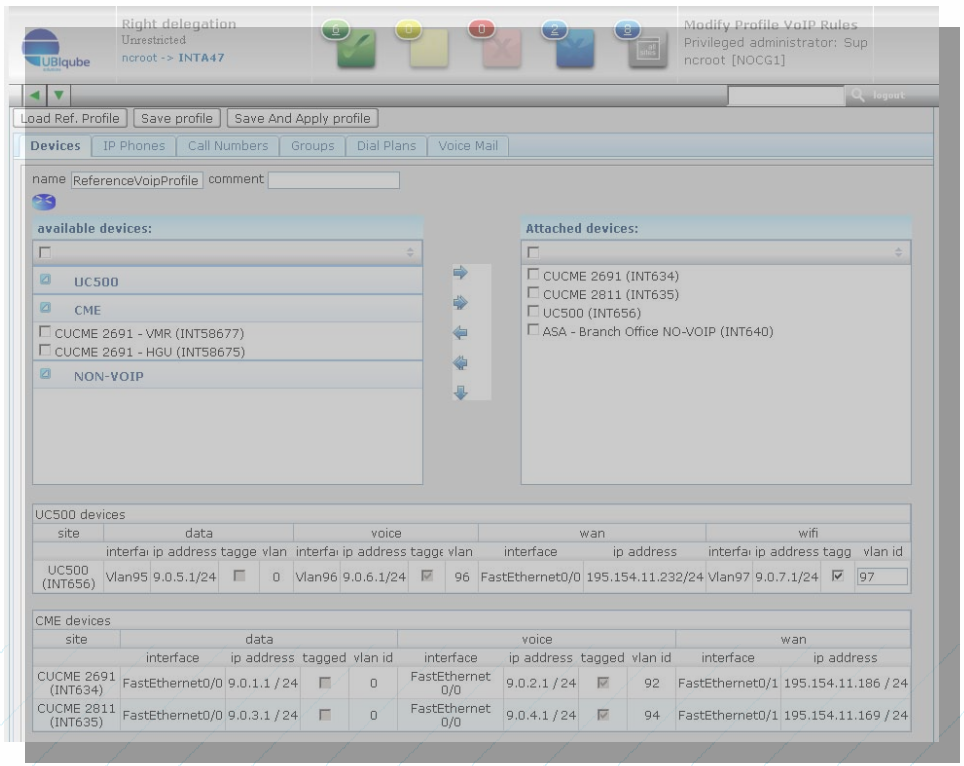
Profile based Services Provisioning

Security



Unified Communication



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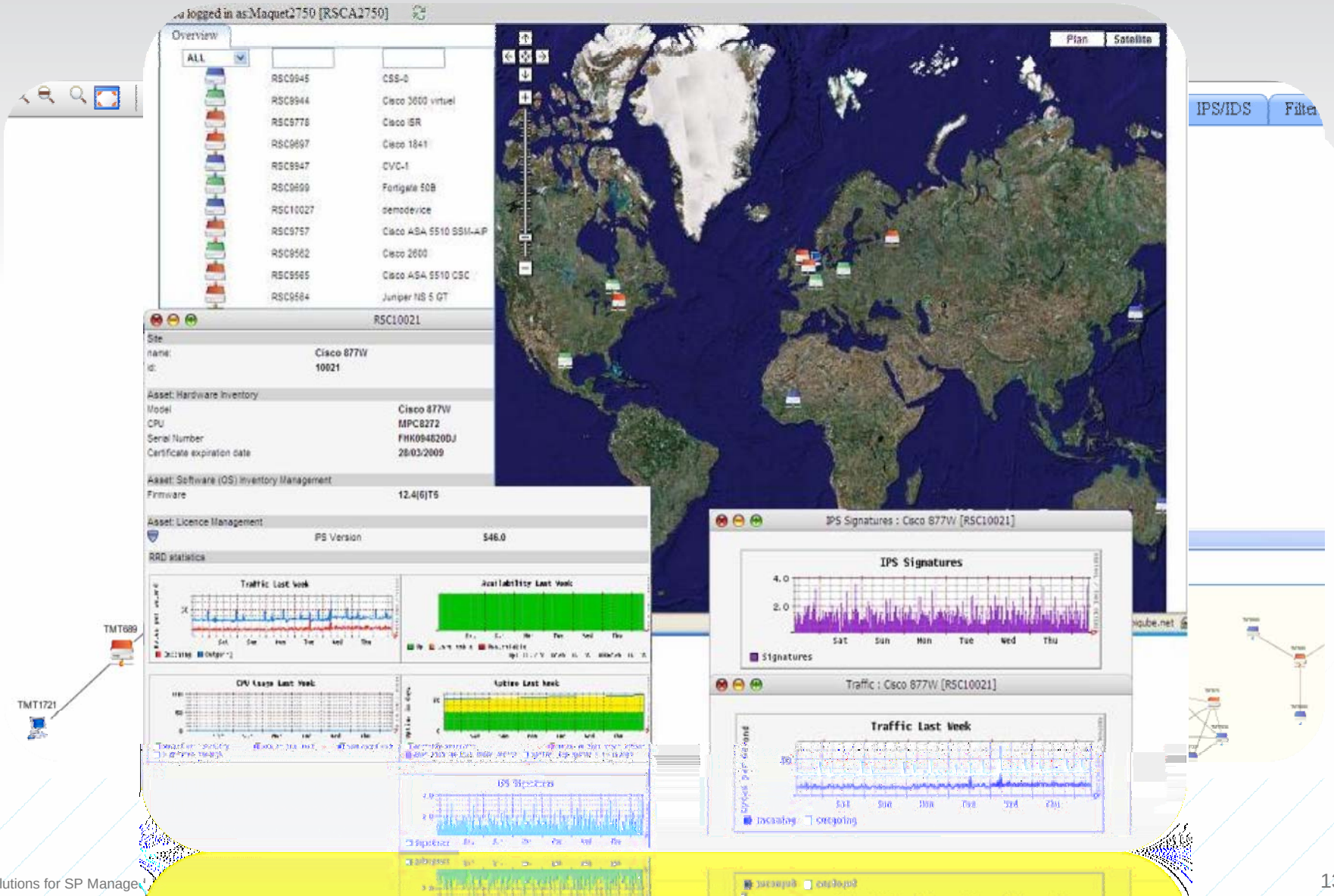
Real-time Console and MapView



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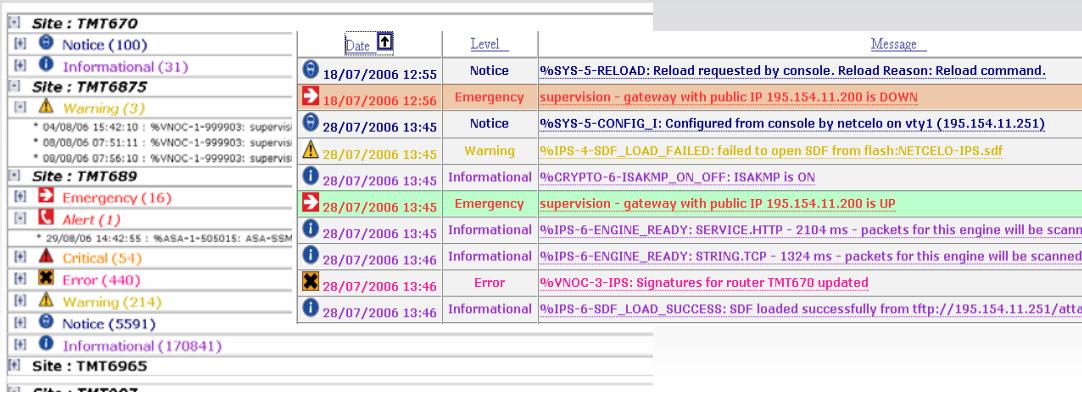
Log Analysis and Alerting

- **Log Analysis**
  - Compute weekly summary reports
  - Aggregate the logs events on a per day basis
- **Alert Generation**
  - Don't care the event (marked as false positive)
  - Generate an email alerting



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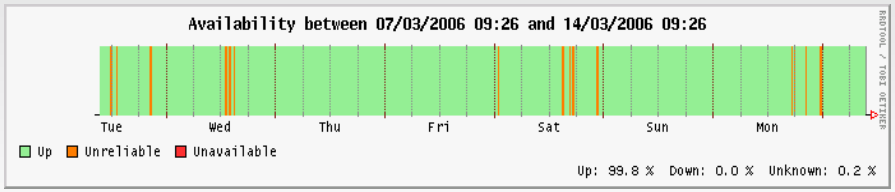
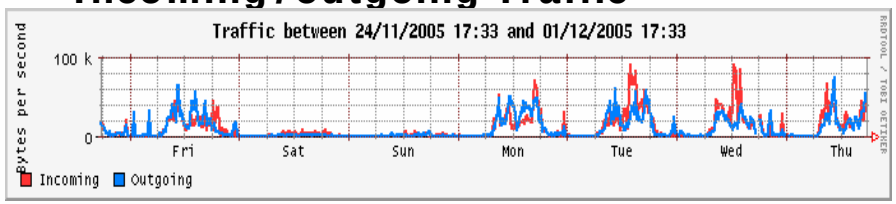
Key performance indicator Monitoring

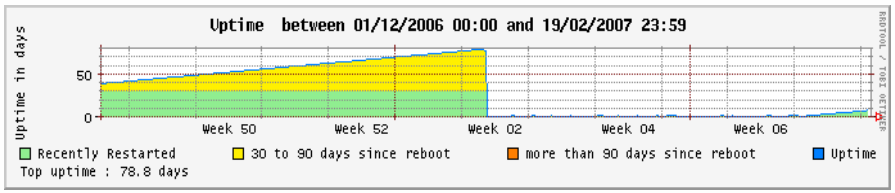
- **Device Availability**



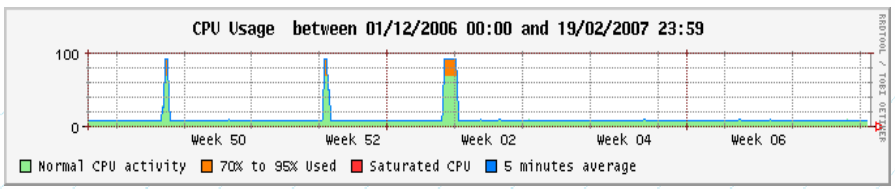
- **Incoming / outgoing Traffic**



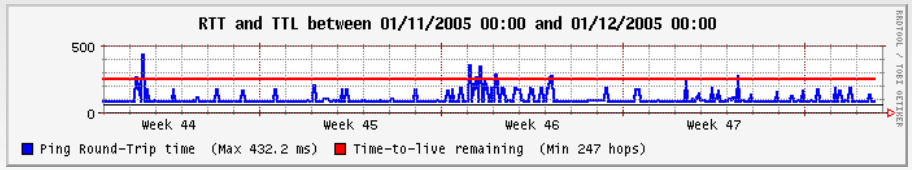
- **Device Uptime**



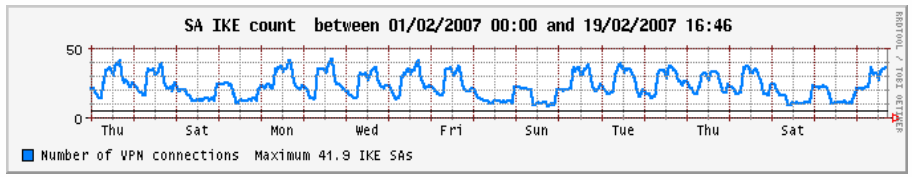
- **Device CPU Load**



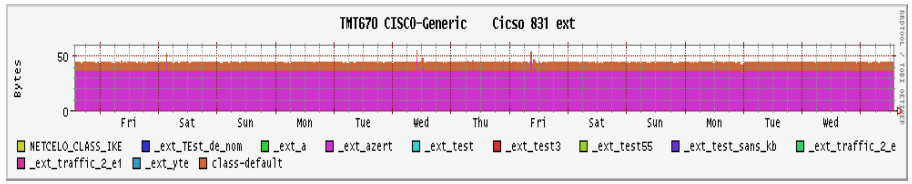
- **Network Latency**



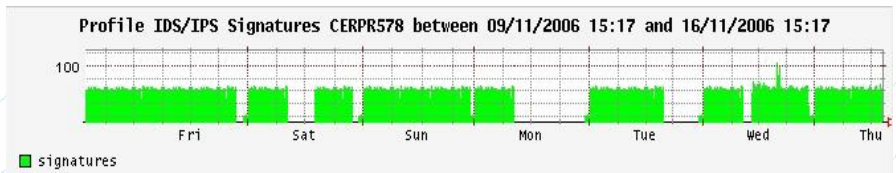
- **VPN tunnels statistics**



- **Per traffic class QoS statistics**



- **IPS statistics**



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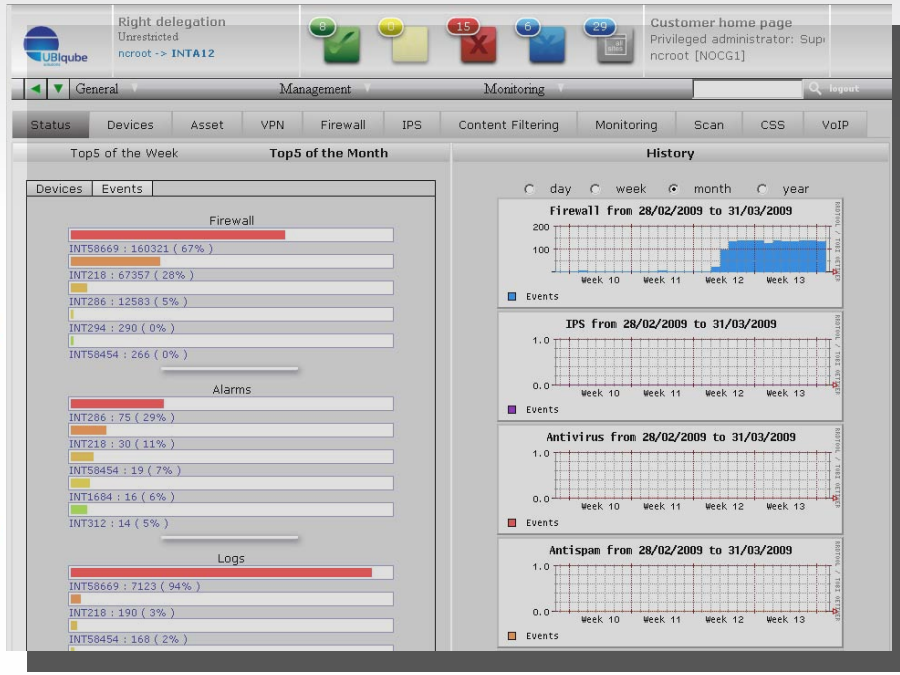
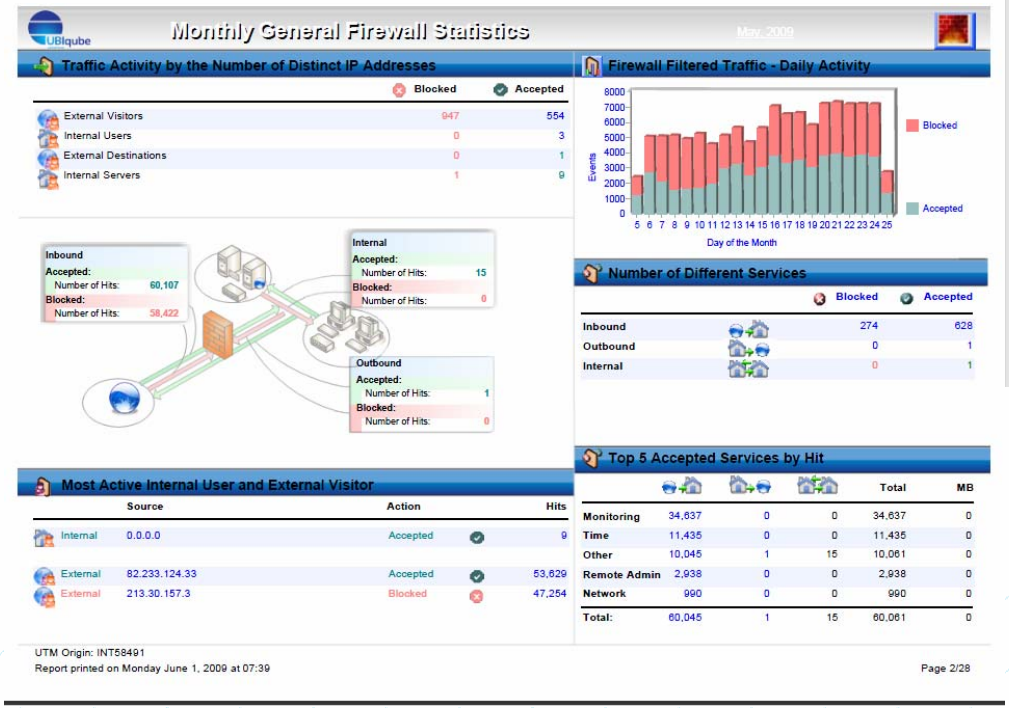
Customer web portal

- **Role based access control used to provide:**
  - **Real time view on provisioned service policy**
  - **Real time Dashboard**
  - **Monthly detailed reports**





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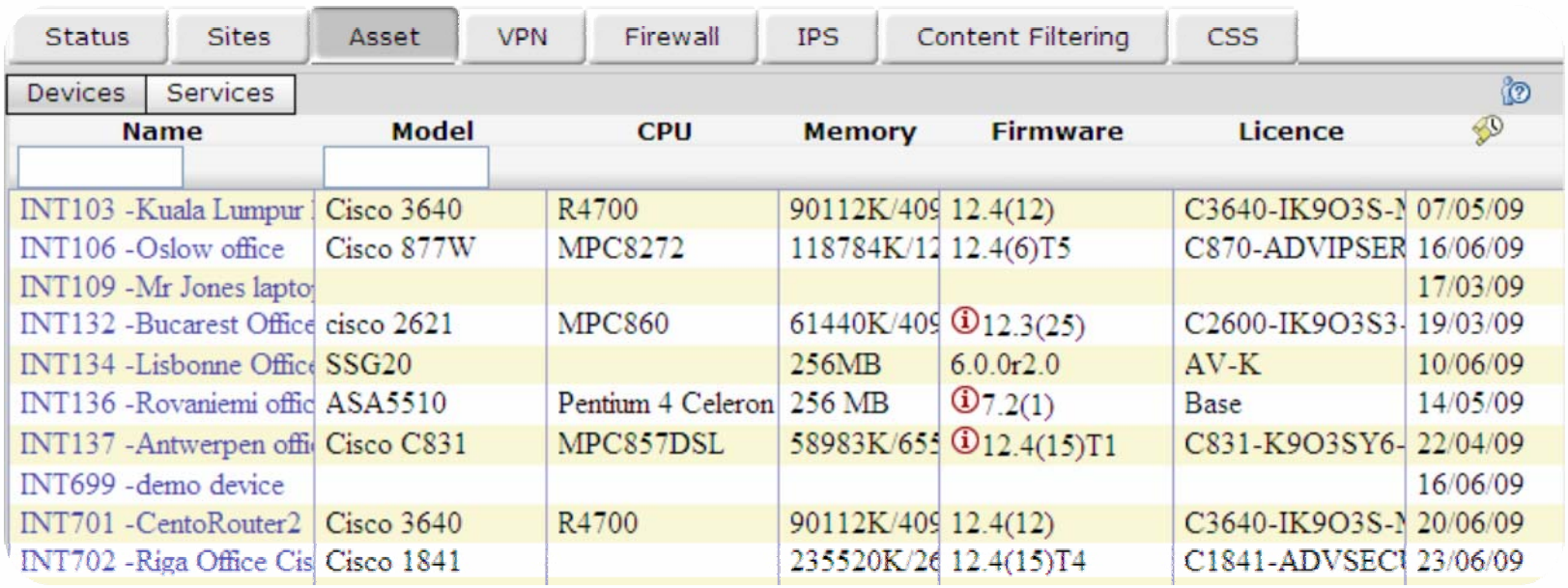
Asset and License Management

- Updated and centralized software and hardware inventory reports
- Dynamically tracks all assets managed without the need to schedule an audit
- Security modules licenses inventory and validity email alerting



Name	Model	CPU	Memory	Firmware	Licence	
INT103 -Kuala Lumpur	Cisco 3640	R4700	90112K/409	12.4(12)	C3640-IK9O3S-M	07/05/09
INT106 -Oslow office	Cisco 877W	MPC8272	118784K/12	12.4(6)T5	C870-ADVIPSER	16/06/09
INT109 -Mr Jones lapto						17/03/09
INT132 -Bucarest Office	cisco 2621	MPC860	61440K/409	ⓘ12.3(25)	C2600-IK9O3S3-	19/03/09
INT134 -Lisbonne Office	SSG20		256MB	6.0.0r2.0	AV-K	10/06/09
INT136 -Rovaniemi offic	ASA5510	Pentium 4 Celeron	256 MB	ⓘ7.2(1)	Base	14/05/09
INT137 -Antwerpen offi	Cisco C831	MPC857DSL	58983K/655	ⓘ12.4(15)T1	C831-K9O3SY6-	22/04/09
INT699 -demo device						16/06/09
INT701 -CentoRouter2	Cisco 3640	R4700	90112K/409	12.4(12)	C3640-IK9O3S-M	20/06/09
INT702 -Riga Office Cis	Cisco 1841		235520K/26	12.4(15)T4	C1841-ADVSECI	23/06/09

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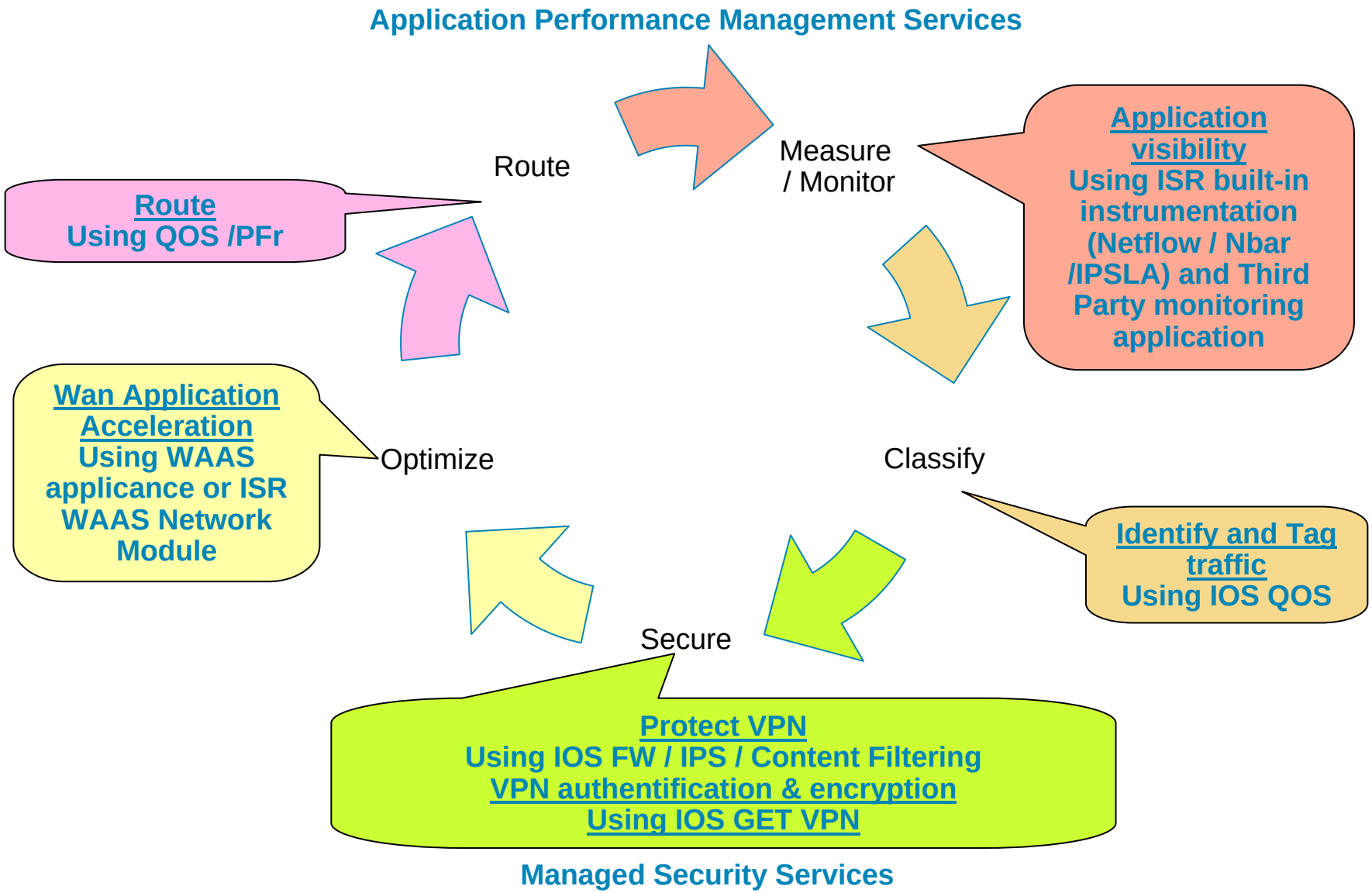
VPN differentiation

Delivering High Performance and Secured VPN Services



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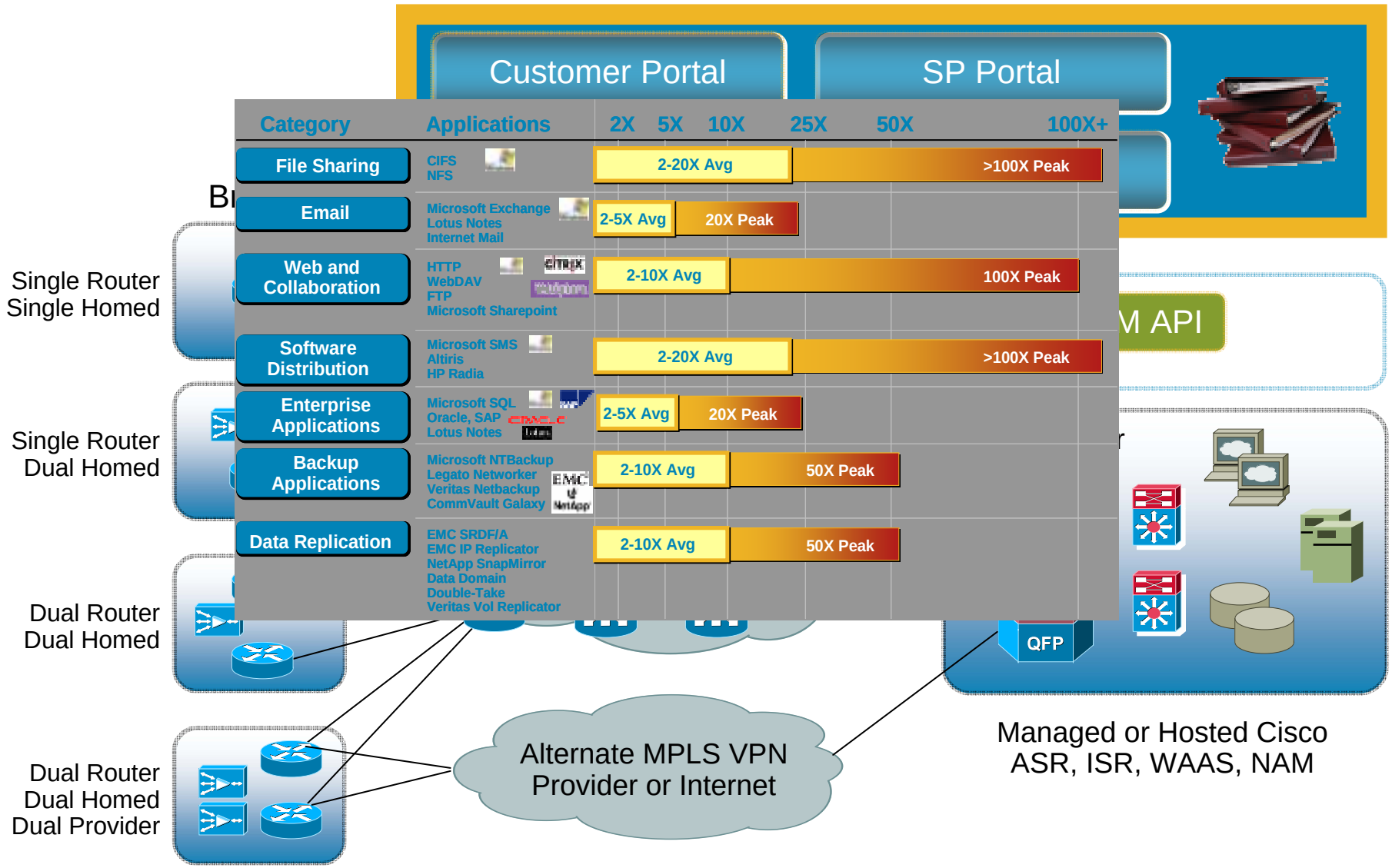
Application Fluent Services Architecture



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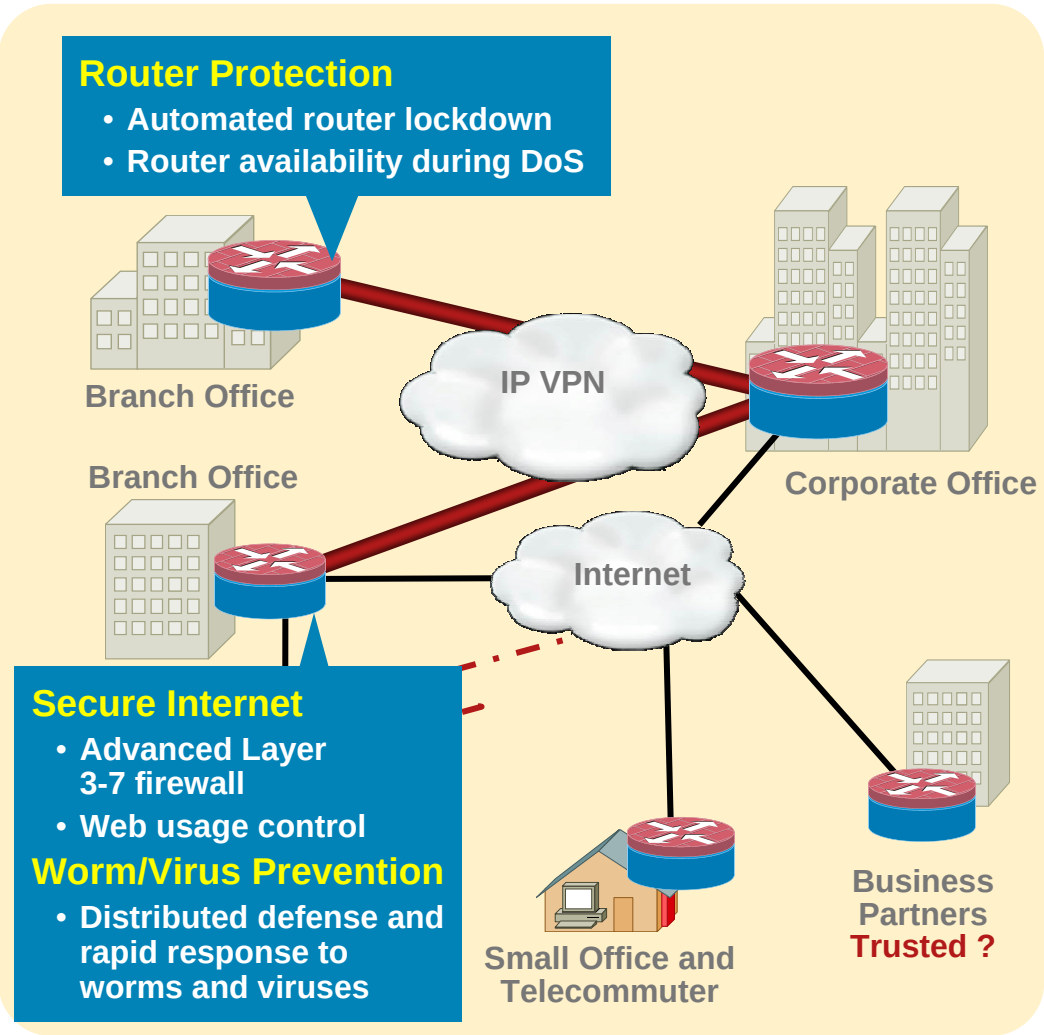
Protected IP-VPN services
Securing Borderless Networks



Market Drivers:

- **Adoption of Mobility** is increasing - Mobile worker are they always protected?
- **Data exchanges are easier and easier Personal usage of corporate network** USB key are widespread and data exchanges (Peer2Peer, personal e-mail…) get away from security policy
- **VPN needs to be open to Partners, Providers or Customers,** security must be distributed instead of centralized
- **High bandwidth adoption** (ADSL2/2+, SHDSL, Metro Ethernet, …) Attacks are propagated more quickly
- **Legal constraints** (Sarbanes-Oxley, Bale II, security standard BS 7799/ISO 17799)
- **Internal threat is the major risk**, the most costly attacks are coming from the inside and can cost 10 times higher than external attack

Solution:

- **Distributed** FW / IPS / content filtering service
- **Secured branch**, without the need for additional devices
- Control worms and viruses right at the remote site, **conserve WAN bandwidth**
- Protect the router itself from hacking and DoS attacks

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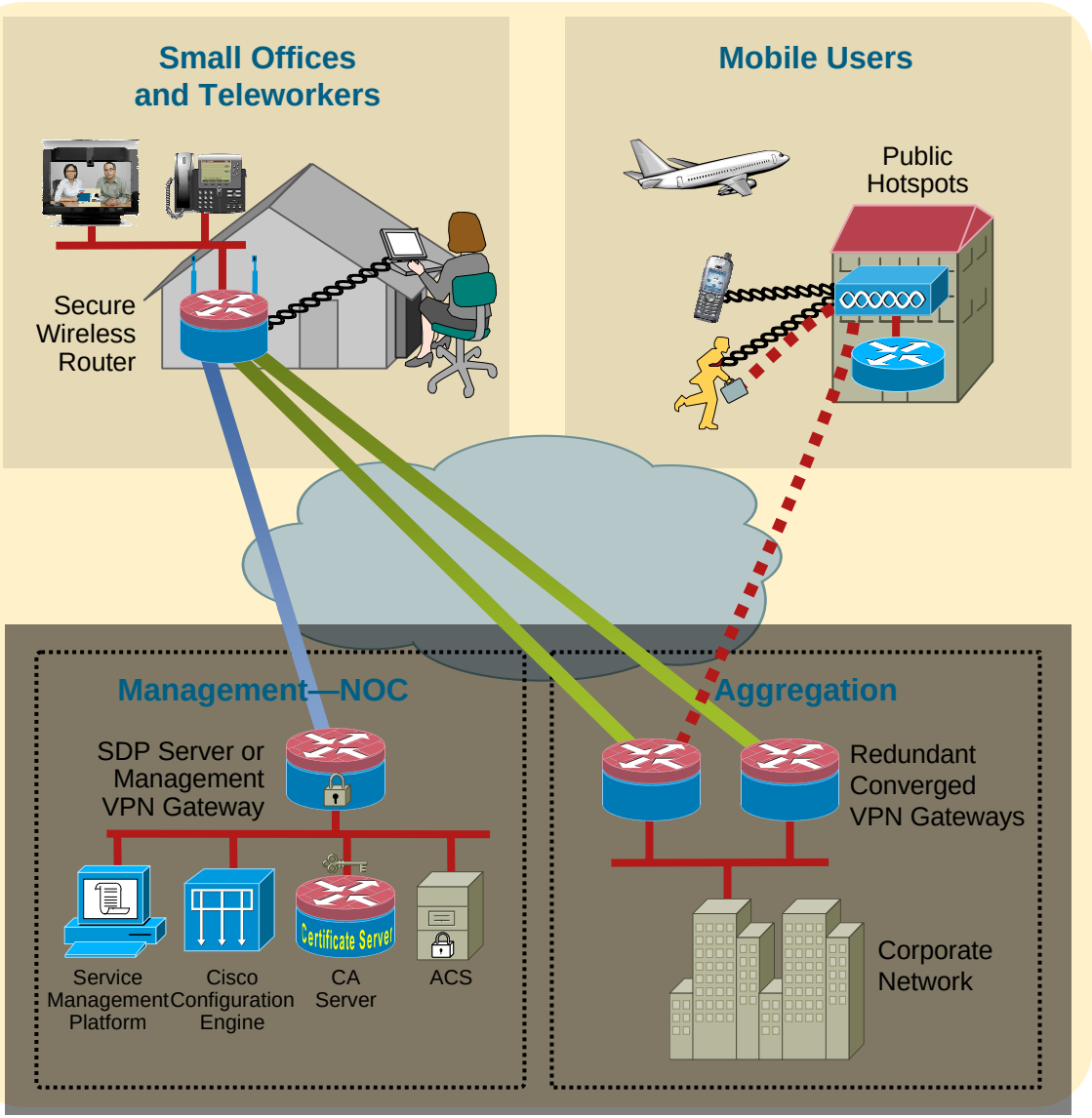
Virtual Office Service

Answering to customer's Mobility requirements



- Remote routers can be shipped directly to end user with factory defaults or staged
- Strong PKI security authenticates remote devices
- RSA keys for management and converged VPN tunnels are separate
- Converged VPN to corporate network features active secondary tunnel to facilitate instant failover
- Service fully outsourced to service provider
- Management tunnel stays up, allowing centralized push of policy changes
- Spouse and kids are on separate network with access only to Internet
- Mobile access is available from hotspots

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Managed Unified Communication Services

Foundation for enhanced collaboration, conferencing and application services

- Service Provider offer a comprehensive managed service bundle consisting of VPN, Security, IP telephony, unified messaging, presence, mobility, conferencing, collaboration and application services
- Service providers avoid the commoditization of their transport and access businesses, exploiting billion-dollar addressable markets for UC and collaboration services and reducing churn of their customer base.

	Collaboration	ITaaS	Mobility	
Advanced UC & IT	• Enhanced conferencing & collaboration	• Storage • Accounting • CRM • Office	• Call continuity between phones and/or networks • Advanced mobility	
UC & IT Foundation	• Audio & web conferencing • Asynch. collaboration (workspaces)	• Email • Calendaring	• Presence • Single number reach	
Basic Voice	• IP telephony • Voice mail or unified messaging			
Basic Data	• VPN • Firewall			

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QTel Office in a Box

http://www.qtel.com.qa/OffInBox.do?prodtype=2#Optional

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Let's Connect

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Home >> >>Products and Services

QTEL SERVICES

- Consumer
- Business

eQTEL
eQtel Service

On line directory

Internet Qatar

mozaic
Mozaic

Products and Services - Business

Office In a Box

All-in-one Communications Package

Office in a Box is the ideal communication package offering a practical, convenient and affordable solution for small and medium businesses. With its set of hosted services, Office in a Box brings voice, broadband and data communications together in one package while eliminating the operational and financial challenges. The service includes secure Broadband Internet access, voice and data communication and 3G Backup for 'always-on' connectivity.

- Benefits
- Features
- Secure & Reliable High Speed Internet Access
- Managed IP Telephony
- Business Class E Mail
- Business Class web hosting
- Conventional Faxing
- Optional Extras
- Tariffs
- Contact us

GULF TIMES Wednesday

Firms offered IP telephony services

Business Reporter

QTEL has launched Internet Protocol (IP) telephony services for business customers in Qatar.

IP telephony gives access to businesses to a "feature-rich solution that grows with the customer's needs, without them having to bear significant up-front costs or take risks of investing in equipment technologies that are often short-lived," Qtel said yesterday.

Qtel chief executive officer, Dr Nasser Marafih said the IP Telephony Centralised Solution could help revolutionise business communication by creating the means to quickly and simply administer and re-align key call-functions such as dial, transfer, call-conference, hold and retrieve functions.

The portfolio builds on Qtel's multi-protocol label switching (MPLS) network launched in June 2004, and combines the heritage and expertise of Qtel's voice and network operations with powerful end-to-end technology from leading suppliers such as Cisco being an IP Centrex service, it does not require a PBX system.

Qtel's IP telephony Centralised Solution allows companies to pace migration from analogue to highly featured digital IP phones on a need-to-have basis.

Consequently, it provides an ideal and cost effective first step towards network convergence - either as part of a planned migration strategy or for companies wishing to 'test run' the benefits that IP telephony can bring.

The solution is fully managed with 24/7 service support enabling companies to develop IP telephony services at a reduced cost and without distraction from their core competencies.

Qtel's Network Operations Center engineers continuously monitor network performance to ensure minimum downtime and to protect customer communications.

Through 2006, customers can expect further enhancements to the service such as voice messaging notification (via e-mail) and voice messaging to e-mail allowing users to listen to their voice messages on e-mail.

Moreover, 'Auto Attendant' an automated receptionist provides voice-prompts to caller advising options for transfer to another phone or voice mail box as well as how to access extension dialing, name dialing or connection to a human operator.

Khalil al-Emadi, Qtel's executive director (Wireline Services) said, "IP Telephony is another step towards improving our MPLS based IP-VPN service for corporate customers."

"We are bringing to Qatar the most advanced hosted IP Telephony managed solution where our customers can enjoy a feature-rich telephony service.

"More corporate customers are experiencing the major advantages of being part of an IP-VPN network and enjoy full voice and data convergence.

"The migration to IP Telephony will allow businesses and corporate organisations in Qatar to consolidate all their communications requirements on to one network.

"This will help with lowering infrastructure costs and management expenses."

Dr Nasser Marafih

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TelePresence Service Opportunities

Service Providers have new service opportunities with Cisco TelePresence

Cisco TelePresence Network Services - Service Provider provides in bandwidth, the appropriate performance QoS, and secure intercompany caabilities to deliver a Cisco TelePresence experience

Foundational: Certified TelePresence Network Connection and performance SLA

Intercompany: Secure, scalable business to business TelePresence calling capabilities enabled by VRF aware session border controller and enhanced security enabled by TelePresence exchange architecture

Managed TelePresence Endpoint and Scheduling - Service Provider provides managed endpoint and reporting services.

Telepresence public room service

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Breakout Session Evaluation Form

Your session feedback is valuable

Please take the time to complete the breakout evaluation form and hand it to the member of staff by the door on your way out

Thank you!

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