



Bizo Defend Perimeter Service Description



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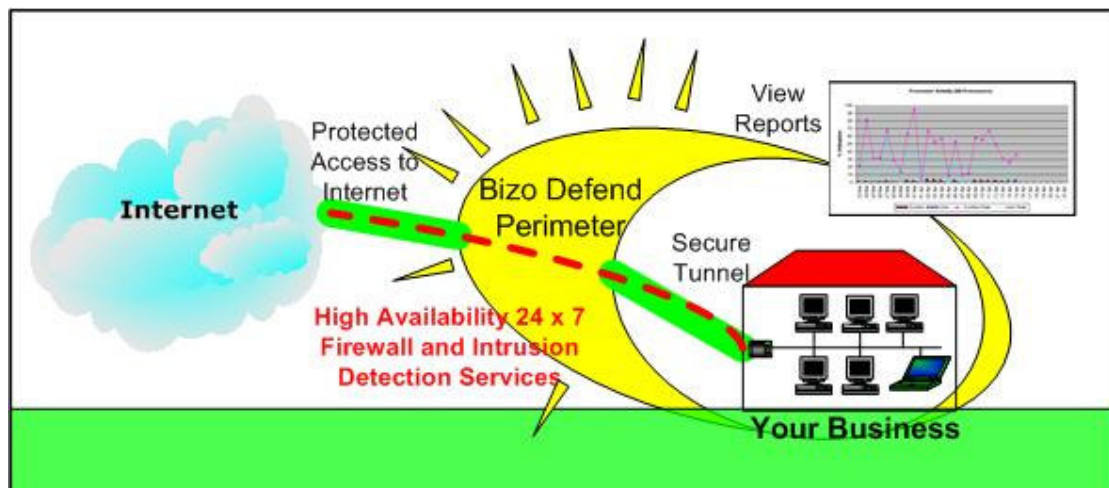
1. What is Bizo Defend Perimeter

Today an Internet connection is an essential business tool for virtually every business in New Zealand. However an uncontrolled Internet connection poses an unacceptable security risk to your business. Bizo Defend Perimeter provides a consistent security barrier between the Small to Medium-sized Business (SMB) and the outside world. It is the ideal solution to combat security threats and is delivered as a flexible and responsive managed service.

There are very few services for SMB that offer an appropriate service that is matched to the specific needs of these companies. Services available from the primary Telecommunication providers in New Zealand are either targeted at the consumer or the large-corporate market, and therefore they typically lack the performance, predictability, and security required for a business, or are just too expensive.

To combat these issues, Bizo has released a **high speed, reliable, secure and low cost** managed Internet connection security service that has been specifically designed to meet the unique needs of the SMB market (e.g. cost effective, easy to set-up, easy to use, subscription based pricing). All network traffic coming into, or leaving your business is routed through a number of secure managed firewall gateway services that make up the core of Bizo Defend Perimeter. These services apply strong policy-based security measures to network traffic moving between the office and the outside world.

This is shown in the following diagram:



Some of the unique features of the Defend Perimeter Service include:



- Designed to complement Bizo Internet high speed connections (512Kbps – 100Mbps).
- Low cost subscription based pricing – no equipment or technical expertise required.
- Multiple levels of integrated security including firewalls, intrusion detection systems, and virus and content management checks.
- Simple web-based install and configure.
- Includes real-time Intrusion Detection.
- Easy access to online reporting.
- Bizo Technical support monitoring the services 24 x 7.
- Bizo Control Panel provides configuration and security policy management through web-based front end.
- Bizo Control Panel provides enhanced security infringement and usage Reporting.
- Stay in control! You choose the security policy for your business.

2. What are the benefits of Bizo Defend Perimeter?

With today's "always on" broadband connections businesses are realising that they need some form of security protection from hackers and malicious automated intrusion attempts such as Trojans or Denial-of-Service attacks. The cost, effort and distraction to the business of installing and maintaining your own firewall solution is simply not worth it.

Not only do you need the increasingly sophisticated technical expertise to install and maintain the system but you must also keep a vigilant eye on it 24 x 7 and have access to meaningful reports.

Bizo Defend Perimeter is a fully outsourced service that gives you a complex and specialist service with no capital outlay or technical skills required. The benefits of using Bizo Defend Perimeter for protecting your business include:

- No software or hardware to deploy or manage.
- No capital investment needed.
- Low-cost pre-defined monthly charge with no hidden or unexpected support, maintenance or upgrade costs.
- Service maintained by expert security specialists.
- Stay leading-edge with updates and technology at no extra cost or effort.
- Release expert resources from routine tasks.
- Bizo Control Panel provides online configuration of your security policy and includes easy access to online reports showing usage detail and security infringements.
- Easily Scalable – your user numbers can grow with no hardware or software investment required.
- Easy to Use - intuitive, user-friendly interface; administrator access to timely, live technical support.
- Stay in Charge – Your staff administrators can control every aspect of managing your security policy and reporting.
- No Technical Expertise Required – Bizo provides security services for many businesses. We have built an enterprise-level infrastructure that most companies cannot afford to invest in. Bizo Defend Perimeter is delivered with a quality of service that few organizations can enjoy:



- Our services are monitored 24 hours a day, every day.
- We keep spare parts on hand for rapid replacement in case of hardware issues.
- All software updates and security patches are thoroughly tested in our testing environment before production deployment.
- Automated Intrusion Detection systems are active day and night to ease your worries.
- The Bizo Control Panel offers a sophisticated web-based interface to ease administration, without risk.

3. How does Bizo Defend Perimeter work?

Bizo Defend Perimeter is based on the integration of Check Point Firewall and VPN services, Intrusion Detection technologies, with the Cortex™ automated provisioning and reporting platform.

Bizo Defend Perimeter is designed to be very simple to install and unobtrusive for users. From a standard Web Browser a you can subscribe to the service and select the security policy that you want to assign for your business.

From that point on; whenever a user connects to the Internet to send e-mail, browse the Internet, or perform any other task such as online chats, they are automatically routed through the Bizo Defend Perimeter secure gateway.

All traffic is constantly screened for malicious or objectionable material (as defined by the security policy that the company's administrator sets during initial set up and may change from time to time).

At the same time, the Bizo Defend Perimeter firewall fabric provides a secure barrier that protects your PCs from outside manual or automated hacker attacks.

Customer-nominated administrators are also able to add, delete and manage their users and accounts at any time. They can also view online reports that provide useful historical information on all inbound and outbound traffic. This information can be used to better help administrators understand how their internet connections are being used as well as being a source of valuable audit information in the case of a security violation.

3.1 Service Description

Bizo Defend Perimeter is offered in conjunction with Bizo Internet Service. Access via a third-party Internet connection does not allow Bizo Defend Perimeter to enforce firewall protection against worms and other malicious internet activity, and your Acceptable Use Policy cannot be enforced efficiently as the user does not enter through Bizo Defend Perimeter's proxy arrays.

Bizo Defend Perimeter implements a multi-layered security infrastructure that offers Firewall and Intrusion Detection protection. Every user browsing the internet goes though a specially configured firewall infrastructure. Security is configured on a customer-by-customer basis to guarantee enforcement of Acceptable Use Policy.

3.2 What's Included

Bizo Defend Perimeter includes:

- Service Activation
- Downloadable client
- Technical Support
- 24 x 7 system monitoring, maintenance and upgrades
- Bizo Control Panel Access to Security Policy Administration and Online Reports

3.3 Encrypted Secure Tunnel

IPSEC encryption is delivered using VPN client software from Cisco, Checkpoint and other industry leaders. Centralised updates and patching policies ensure that all mobile and remote users are well protected against possible security risks and vulnerabilities.

3.4 Keep Control of Your Security Policy

Although Bizo Defend Perimeter is an out-sourced firewall security solution you retain control over the selection and configuration of the security enforcement policy the suits your business.

3.5 Web-Based Statistics and Management Reporting

Extensive information is available via the Bizo Control Panel which includes a drill-down interface and allows complex analysis of historical data to identify un-authorized or fraudulent activities.

Bizo Defend Perimeter reporting services can be used to monitor and log remote user's activities. Log-in times, types of traffic, use of applications and other information is stored in the database and can be easily accessed by the company's administrator real-time or as a periodical "push" report.

Through the Bizo Control Panel interface the administrator also has the ability to add and delete individual user accounts, and even switch them in or out of the Bizo Defend Perimeter service altogether.

3.6 Integration with other Bizo services

Bizo Defend Perimeter, in conjunction with Bizo Internet, provides a gateway to the central Bizo managed services portal for access to a wide range of business and security services.

Bizo Defend and Internet services provide an easy, secure and integrated gateway to other Bizo services. Bizo offers a variety of pre-packaged managed services from single subscription-based hosted services such as Business Messaging, to comprehensive and ready-to-deploy solutions to a wide range of business needs. Once a company subscribes to Bizo Defend

Perimeter and Bizo Internet, adding or deleting any additional service is an easy and template-driven process.

The available Bizo service suites are described as follows. “Get Connected” is the Bizo network connectivity suite; “Get Secure” is the Bizo security suite, and the final section summarises the Bizo “Get Working” suite of business services.

A service description for each service is available for download from the Bizo website (www.bizoservices.com).

3.6.1 Get Connected

- Bizo Internet

3.6.2 Get Secure

- Bizo Defend Perimeter
- Bizo Defend End-Point
- Bizo Email Filter
- Bizo Web Filter
- Bizo Backup
- Bizo Systems Monitor

3.6.3 Get Working

- Bizo Business Messaging
- Bizo Virtual Reception
- Bizo Payroll

3.7 Quality Assurance and Change Management

Bizo operates a strict QA system to ensure compliance with the future objective of ISO quality accreditation. All policies and procedures are fully documented, recorded and controlled.

Quality is taken as individual responsibility throughout the organisation, from CEO downwards. Service changes are managed through strict adherence to the Bizo ITIL-based Change Management process.



3.8 Ongoing System Supervision and Performance Monitoring

The Bizo Defend Perimeter delivery environment is constantly monitored with custom designed software both internally and externally. All unusual data and performance statistics are subject of event-driven immediate human review.

4. Is Bizo Defend Perimeter for you?

Bizo Defend Perimeter is ideal for businesses that need an “always on” broadband Internet connection but cannot justify the additional expense to implement and maintain a firewall, Intrusion Detection, management and reporting services in-house.

Bizo Defend Perimeter is a great fit for your business if:

- You have an in-house firewall system but it is costing the earth and still needs more investment in people and technology to offer real 24x7 security assurance.
- You need broadband, you know you need security but can't see how you can afford it.
- You already have a broadband connection with a basic firewall but know you need something better without spending a fortune.
- You want better management of Internet security but can't justify the in-house expense or effort.

5. What are Your Responsibilities?

To make the most of Bizo Defend Perimeter it is important that you familiarise yourself with the specific service requirements and the Bizo support and service policy and processes. The key customer responsibilities are described below.

5.1 Bizo Service Offer and Terms

This document is the contract between Bizo and our customers for the provisioning and supply of Bizo services. Please read this carefully and discuss any questions with Bizo sales staff.

5.2 Subscribe to the Service

All we need from you so that we can technically implement Bizo Defend Perimeter is for you to subscribe to the service according to the easy-to-follow instructions on the Bizo Control Panel Website.

5.3 Acceptable Use Policy

The Internet is a very large community of computer users. As with any community it is important that we work together and avoid harm to each other. Bizo has a standard Acceptable Use Policy which is published on our website (www.bizoservices.com). This policy details the ways in which the Bizo services must and must not be used. This policy helps safeguard Bizo customers and other Internet and network users.

5.4 Privacy Policy

Bizo takes responsibility for looking after your information very seriously. The Bizo Privacy Policy is also published on our website (www.bizoservices.com) and describes our commitment to the privacy and security of your information.

5.5 Support

Please report any service faults as soon as you can. In every likelihood our 24 x 7 monitoring service has already identified the fault and staff are working to remedy. You can contact the Bizo Support Desk by emailing or by phone, please see the website for access details.

Remember that if you don't let us know it is harder for us to help you.

You can subscribe to new Bizo services or additional features to existing services via the Bizo Control panel online interface.

5.6 Feedback

Please let us know if we can improve our services, or if there are any new functions, features or services that would help your business.

6. Installing Bizo Defend Perimeter

Once you have subscribed to one or more Bizo services they will be provisioned centrally by our support team. Following the completion of the provisioning process you will be contacted with details of login to the Bizo Control Panel.

The Bizo Control Panel offers access to Installation, Configuration, and Reporting information for all Bizo services.

All installation and configuration instructions are online, available from the Bizo Control Panel on our website (www.bizoservices.com).

7. Online Configuration of Bizo Defend Perimeter

The Bizo Control Panel service configuration screens take you through the establishment and management of your security enforcement policy with simple step-by-step selection choices. The Bizo Control Panel allows you to complete a wide range of Service administration tasks for your staff.

Further configuration instructions are available as online help from the Bizo Control Panel on our website (www.bizoservices.com).

8. On-line Reporting

The Bizo Control Panel also offers access to Reporting information for all Bizo services. Simple step-through screens allow a range of simple reports to be viewed online.

9. Copyright Information

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