SERVICE DESCRIPTION

WAN GOVERNANCE PERMANENT AUDIT

TABLE OF CONTENTS

1 Overview

WAN Governance Permanent Audit is a Value Added Service developed by Ipanema Technologies and provided by Videns IT Services to customers using the Ipanema Autonomic Networking Solution (ANS).

WAN Governance Permanent Audit addresses three fundamental issues:

- How to guarantee application performance in every circumstance, including cloud applications, distributed and mobile workforces and increasing usage of social media and recreational applications;

- Getting full visibility over the global network, discovering applications and understanding the causes of application brownouts;

- Controlling and reducing the cost of application delivery over the WAN, maximizing the usage of available resources.

Whereas regular Ipanema ANS Service Management provided by Videns IT Services addresses the operational aspects of the Ipanema solution, WAN Governance Permanent Audit addresses the tactical and strategic aspects of the overall WAN management and provides C-level recommendations.

A senior IT consultant of Videns IT Services will be assigned to the Customer for the WAN Governance Permanent Audit. The consultant combines knowledge of IT, the Ipanema system and WAN Optimization with information of the Customer's organization, its Wide Area Network (WAN) and the applications carried by the WAN. The consultant takes into account the impact of organizational and IT changes on the overall Customer WAN governance.

WAN Governance Permanent Audit is a quarterly service provided on a subscription basis.

2 Customer benefits

The WAN is so critical to productivity, that it must be considered from a business perspective, like any other important asset of the organization. The network should be considered as a business enabler rather than an expensive commodity. The WAN Governance Permanent Audit supports the decision making of the Customer in creating a high performance network, which is a valuable asset for the organization.

The Videns IT Services consultant will pro-actively advise the Customer on aligning its WAN and WAN optimization solution with IT and business objectives and developments.

WAN Governance Permanent Audit provides a quarterly health check of the entire WAN governance and provides recommendations for IT management to:

- Align their WAN with business objectives;

- Communicate high-level KPIs across the enterprise;

- Improve critical application performance;

- Put into place application performance SLAs;

- Justify, control and reduce IT costs.

3 Deliverables

WAN Governance Permanent Audit offers an extensive quarterly analysis and in-depth advice.

- A report including a WAN governance dashboards consisting of:

  ◦ Critical applications usage and performance analysis (current and trends);

  ◦ Critical sites usage and performance analysis (current and trends);

  ◦ Application SLA's (definition, enforcement and control);

  ◦ WAN rightsizing to define bandwidth to match application SLA's;

  ◦ Ipanema optimal architecture and configuration fine tuning.

- A meeting in which the consultant will present the report and its conclusions and will make recommendations on WAN business alignment (e.g. rightsizing recommendations and identifying bottlenecks for application performance) and Ipanema ANS fine tuning.

- A C-level summary of the report, conclusions and recommendations.

4 Process

The WAN Governance Permanent Audit is an ongoing process of gathering and analyzing information to optimize WAN management: Customer business and IT developments, IT projects at hand, application performance, new Ipanema releases and innovation and market developments.

The process in successive process steps:

- Jointly, the Customer and Videns IT Services will gather information from the customer organization (tickets helpdesk, qualitative information from IT manager and end-users, IT and application developments, organizational developments) to get a complete view of the application performance;

- The Videns IT Services consultant makes a quarterly in-depth analysis of application performance, based on data collected from the Ipanema ANS system;

- The Videns IT Services consultant makes a dedicated report and C-level summary, presenting the corresponding results and actionable recommendations;

- The audit findings are then presented and discussed with the Customer's IT team.

5   Prerequisites

The Customer must have a running and up to date Ipanema ANS system that monitors, controls and manages the applications. The audit is based on the permanent collection of application and network performance reports from the Customer's system. The Videns IT Services consultant must have access to these reports, ideally, from a secure remote access.

6   Customer responsibilities

If Videns IT Services does not provide the ongoing Ipanema ANS Service Management, then the Customer will be responsible to keep the Ipanema ANS system operational, well-managed and optimally tuned. The Application Provisioning Report (Type of Service dictionary, user classes, QoS profiles) and Service Level Monitoring Report should be well defined, up to date and should be covering the majority of the traffic over the WAN.

The Customer should keep the Videns IT Services consultant informed of all developments or proposals on a tactical and strategic level in relation to Customer's business or operations, that may have an effect on the WAN management.

The Customer will provide Videns IT Services with qualitative information and perceived application performance, gathered within the Customer organization.

7   Invoicing

WAN Governance Permanent Audit is a subscription service that will be invoiced to the Customer monthly in advance.