COMCAST BUSINESS | MASERGY

SOLUTIONS BRIEF

Masergy SD-WAN Secure

Flexibility in network, access, management, and security

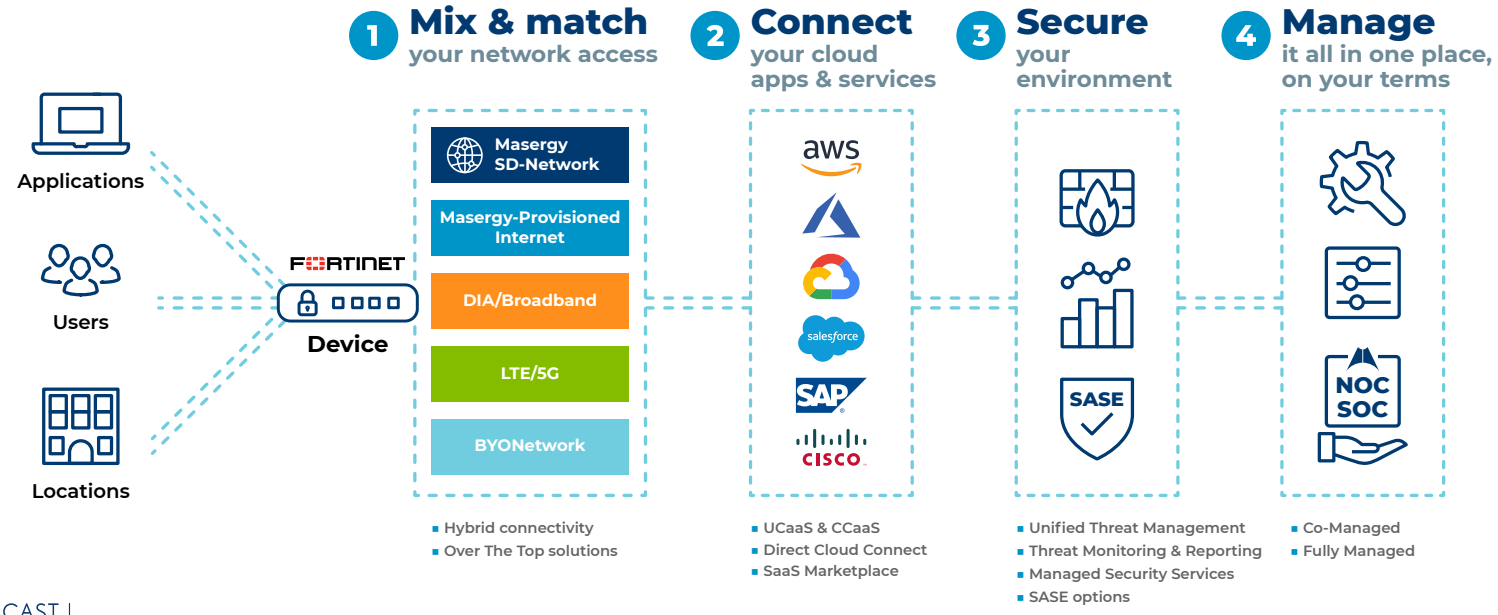
In today's digital landscape, you need a partner you can count on for cloud application performance. Agility, reliability, and security across the network and the cloud are critical to thrive in today's economy, and Masergy offers hyper-flexible SD-WAN that meets the demands of transforming enterprises.

You'll get the broadest SD-WAN options, SASE-based security at the core, controls to reconfigure services on the fly, and unprecedented Service Level Agreements (SLAs) delivering performance perfection. With the only pure software-defined edge network, Masergy is your partner for reliability and business continuity. Fortinet® edge devices and built-in firewalls on premise or in the cloud along with a menu of managed security services offer a holistic approach for the best end-to-end management— enabling employees to work from anywhere.

- Improve application performance
- Access the cloud quickly and simply
- Gain flexibility with hybrid access
- Free up IT resources

Your network, your way

Select the network you want, mixing and matching access types and directly connecting to top cloud services and applications. Then, layer on firewalls and three tiers of security services. Best of all, you can manage your network all from one portal with the choice between a fully managed service or a co-managed solution.



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The Masergy SD-WAN difference

A secure, software-defined edge network

- Global network with 51 secure PoPs in major cities
- Built using uniform SD-architecture standards
- Network and security services in one cloud platform

One portal with AI-powered analytics

- AIOps for automated network analysis
- Real-time and identity-based analytics
- On-demand control and shadow IT discovery

Flexible service options

- Mix and match public and private connectivity from Masergy or a 3rd-party
- Secure and scalable work from anywhere solutions
- Co-managed solutions or fully managed services

Multi-cloud connectivity

- Direct connections to top cloud services and SaaS apps
- SLA: 100% availability for cloud connections
- Active-active network configurations for the cloud

Most competitive SLAs

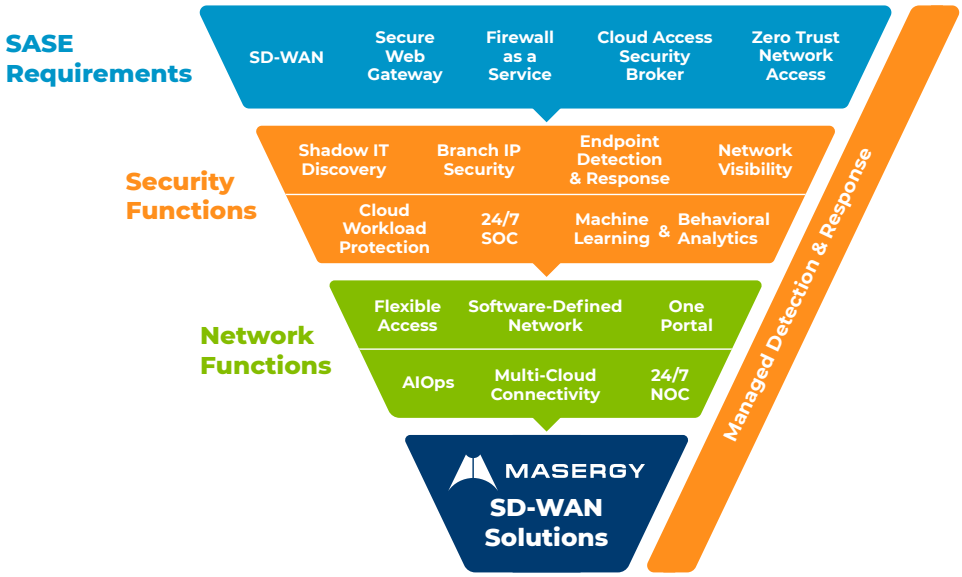
- 100% availability for SD-WAN sites and cloud connections with proactive credits
- 100% in-sequence packet delivery and <1 ms of jitter
- 5-minute outage notification

Security built in

- Fortinet edge devices, integrated firewalls, and firewall as a service
- Analytics, cloud security, CASB, and more
- Three tiers of security services include a SASE-based approach

Masergy delivers on the key tenets of Gartner's SASE model

Security must be intrinsic to the network, and Masergy has been uniting the two IT domains into one service strategy for years. Masergy embeds security into our SD-WAN and private SD-network, meeting the key tenets of Gartner's Secure Access Service Edge (SASE) model. Plus, clients get the freedom to choose from a wide menu of other network and security services.



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Solution options

Fully managed services

Alleviate your IT team of the administrative work. With Masergy's three NOCs and SOCs on three continents, you can be confident that your security responsiveness and network service is the best in the industry. Masergy's SLAs, Network Promoter Scores, and client retention rates are unrivaled in the industry.

Co-managed solutions

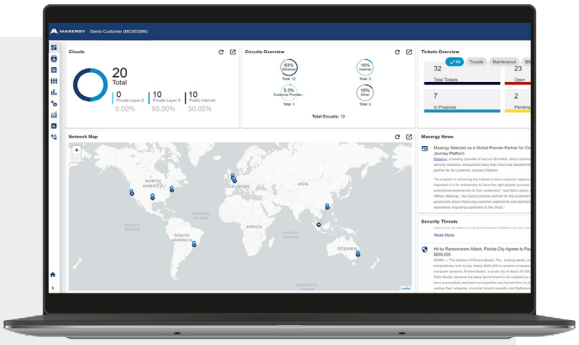
Not everyone is comfortable handing WAN management to a third party. That's why Masergy gives you the option to retain 100% control over specific aspects of your SD-WAN service. The client portal provides real-time control over applications and security, so you can self-manage configurations and policies.

Over the top

Using an internet-only approach is known as SD-WAN "over the top" (OTT), and Masergy can create an overlay on top of any public or private network, sending encrypted application traffic via IPsec tunnels for security purposes. This is low-cost solution is also ideal for companies locked into network contracts.

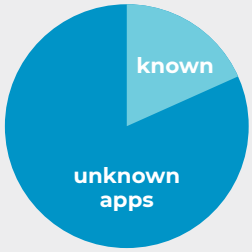
Work from anywhere

Extend the advantages of SD-WAN to remote workers at home or on the go. Easily install lightweight Fortinet SD-WAN devices in home offices to enable secure, high-performance access to the corporate network, and leverage software-based solutions to give mobile users secure connectivity anywhere.



One portal with AI-powered analytics built for security, speed, and precision

Control every aspect of your network from a single interface with the Masergy client portal. A customizable dashboard displays your global network, SD-WAN devices, and cloud environments along with important security alerts and analytics.



Shadow IT Discovery:
Instant visibility into cloud applications

Masergy AIOps, the industry's first artificial intelligence-powered network optimization solution, is embedded into every SD-WAN solution to automate your network analysis, predict bandwidth needs, and troubleshoot issues faster than humanly possible.

And with our built-in **Shadow IT Discovery** and **Identity-Based WAN Analytics** solutions, you can reduce the risks to your multi-cloud network environment by isolating potential cybersecurity threats down to the specific user and application on your network.

SD-WAN Orchestrator provides absolute transparency and self-service control over your WAN edge devices with application-based routing rules, firewall and network policies, and tools to make changes in real time.

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SD-WAN Secure with security built in

It's never been easier to make security intrinsic to your SD-WAN strategy. Masergy embeds security into SD-WAN with tiered options including next-gen firewalls for superior perimeter protection and 24/7 SOC services that alleviate your team of the monitoring and threat response. Solutions enforce consistent security policy across all SD-WAN devices and deliver security alert metrics within the SD-WAN control portal.

SD-WAN Secure product comparison	Unified Threat Protection	Threat Monitoring & Response	Managed Security Services
Next-generation firewall (NGFW) with UTP	✓	✓	✓
Enhanced anti-malware, IDS/IPS, app control, web filtering, and DLP	✓	✓	✓
Built-in AIOps, Shadow IT Discovery, and per-user WAN analytics	✓	✓	✓
Log reporting and alerting	✓	✓	✓
SOC Services: 24/7 monitoring and incident response		✓	✓
Cloud Security: AWS®, Azure®, CASB, Microsoft 365™, 3rd party integration*			✓
Security analytics			✓
Advanced IDS and raw packet capture			✓
Network visibility (flow data)			✓
Endpoint detection and response			✓
Threat intelligence and hunting			✓
Vulnerability scanning and management			✓

* Options for integrating additional security tools into your multi-cloud environment

SD-WAN + Unified Threat Protection (UTP)

This service includes:

- NextGen Firewall with UTP security active across all remote sites
- Antivirus / Anti-malware
- Intrusion Detection/Prevention System (IDS/IPS)
- Web filtering
- Data Loss Prevention (DLP)
- Application Control (e.g. IM and P2P)

SD-WAN + Threat Monitoring & Response

This service includes all UTP features listed to the left plus:

- 24/7 monitoring of UTP security events by certified security experts around the globe
- Real-time incident response on suspicious events detected by the UTP
- Real-time firewall integration for threat blocking at all SD-WAN sites
- Enhanced data loss prevention (DLP)
- Web filtering and template-driven granular control for thousands of apps
- Traffic monitoring including "east/west" (site-to-site) connectivity between all sites with real-time analytics in the client dashboard
- Consistent security policies enforced across all SD-WAN devices

SD-WAN + Managed Security Services

Get all of Masergy's security services in this managed detection and response solution:

- Detection and Response platform
  - SIEM as a Service (log alerting, management, and monitoring)
  - Vulnerability scanning
  - Advanced IDS, anomaly detection, raw packet capture
  - Threat intelligence and threat hunting
  - Network visibility (flow data)
- Security Analytics: Patented machine learning and behavior analytics
- Cloud Security: Cloud Workload Protection for AWS®, Azure® and other IaaS/PaaS, CASB for SaaS apps, Microsoft® Office 365™ monitoring, and 3rd party integration for other security tools
- SOC Services: certified analysts working 24/7, providing both monitoring and incident response

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Enhance broadband links with Masergy Performance Edge™

In a post-pandemic world, many IT leaders are frustrated by lackluster broadband connectivity to branch locations with SD-WAN and exploring ways to optimize their remote workforce's home internet for the benefits of SASE. Masergy Performance Edge is a patent-pending technology empowering our Managed SD-WAN customers to enhance any broadband connection with performance similar to a private line circuit. By combining our proprietary network architecture, sophisticated AIOps machine-learning algorithms, and unique secure routing technologies, Masergy Performance Edge minimizes network packet loss to stabilize broadband links for Masergy Managed SD-WAN Secure deployments on a global scale.

PERFORMANCE EDGE™

Masergy's SLAs

100%

availability for cloud connections *

100%

availability for SD-WAN sites *

Proactive Credits on Availability SLAs

Masergy proactively credits clients after a service availability SLA is not met—it's **automatic**

100%

in-sequence **packet delivery** (Edge-to-Edge)

<1ms

of **jitter** (Edge-to-Edge)

5min

notification if a service outage occurs

* When architected for redundancy and configured for high availability

The industry's most competitive SLAs

Unmanaged SD-WAN services with an SLA of 99% availability still result in 3 days and 15 hours of downtime per year. Today's IT leaders who prioritize always-on business continuity aren't willing to accept that downtime. That's why Masergy commits to 100% service availability for SD-WAN sites configured for high availability and 100% service availability for direct cloud connections architected for redundancy. Masergy empowers your business with direct links to top cloud providers such as Amazon Web Services®, Microsoft Azure®, Microsoft® 365TM, Salesforce®, and more. If there's ever a service outage, Masergy will notify you within 5 minutes and proactively credit your account when service availability SLAs are not met.

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Why Masergy

Recognized as the pioneer in software-defined networking, Masergy enables unrivaled application performance across the network and the cloud with SD-WAN, UCaaS, CCaaS, and Managed Security solutions.

6 year

Visionary in Gartner Magic Quadrant for Network Services, Global

70+

consistent **Net Promoter** Scores

99%

customer **retention** rate

1400+

enterprise customers across **102** countries

20+ YEARS **pioneering software-defined networking**

- Innovative, secure global platform
- Embedded cloud solutions
- Unrivaled application performance
- Unparalleled customer experience

ingenico

Challenge

Build a network capable of supporting a growth plan to double the size of the company

Results

- 40% cost savings
- 30% more bandwidth

"With Masergy Managed SD-WAN, we have lowered our total cost of operations."

CIO, Ingenico Group

Transform with Certainty ™

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