



## >THIS IS THE WAY

NORTEL DELIVERS SECURE NETWORKS AND

PEACE OF MIND TO ENTERPRISES

>THIS IS NORTEL™

### **Solution Brief** **Secure Services**

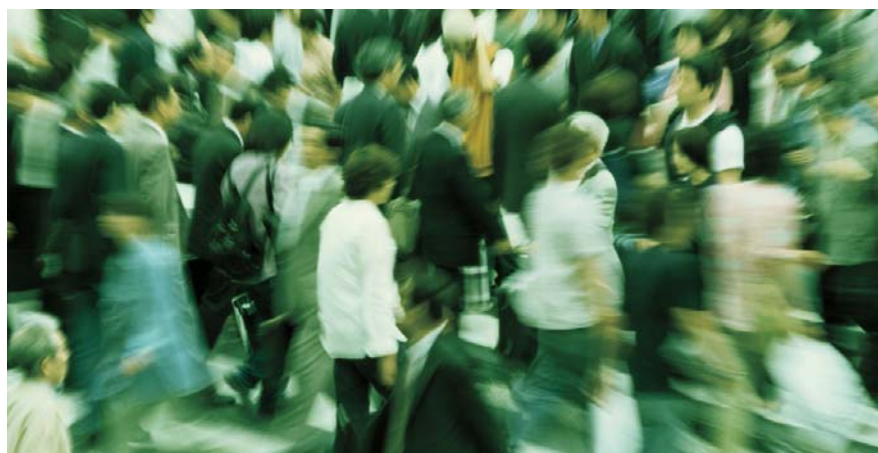
As networks become increasingly complex and mission-critical, information systems leaders are faced with new challenges. There's no question that mobility and security are key drivers to convergence success; however, many enterprises find that the traditional approach to securing fixed-LAN architectures no longer meets growing mobility needs. Mobility and remote access pose new security challenges that require advanced, end-to-end solutions to protect the network inside and out.

Maybe you're transitioning from separate legacy voice and data systems to a converged network environment with unified messaging and critical applications. Or perhaps you're extending your network to all mobile and remote users. Either way, Nortel can help.

Nortel offers the solutions you need to achieve your communication goals, while protecting the lifeline of your business — your network. We achieve this by making security an integral part of all of our convergence and mobility products. This is the Nortel unified approach to security.

### **Nortel Global Enterprise Services — security for the lifecycle**

Nortel Global Services for Enterprise Security Portfolio designed secure services to enable your network's security at every stage of the lifecycle — providing a full range of convergence, mobility and security solution services. These solutions facilitate smooth planning, design, implementation and integration, as well as effective maintenance and management of the Nortel convergence and mobility products in your network so you can get the most from your network.





## **The true cost of security breaches**

**According to the CSI/FBI 2005 Computer Crime and Security Survey, total losses reported were \$130,104,542 with viruses (\$42,787,767), unauthorized access (\$31,233,100) and theft of proprietary information (\$30,933,000) leading the way.**

**Real costs of security breaches can be significant. So can the cost of these security issues in terms of a company's reputation and market perception.**

**Nortel understands the risks and can provide you with services that address today's most pressing network security challenges. From preventing theft of intellectual property to protecting you from denial of service and virus attacks, Nortel is committed to working with you to secure your network.**

## **Layered Defense has your network covered**

Nortel secures communications, information and applications anywhere, anytime, using a Layered Defense approach to security. Nortel's Layered Defense approach is designed so that there are no single points of security failure in a network. It achieves this by using multiple approaches to security enforcement at multiple areas within a network. The approach is bolstered by leveraging solutions that use security capabilities and products from best-of-breed security vendors. This enables easy integration and simplified operations and can reduce overall network security total cost of ownership.

Nortel's Layered Defense approach combines Endpoint Security, Perimeter Security, Core Network Security, Communications Security, and Management and Platform Security so that your network is protected end to end.

For more detail on Nortel's Layered Defense approach, visit <http://www.nortel.com/enterprisesecurity>.

## **Support every step of the way**

Nortel's Global Services for Enterprise Security Portfolio provides an integrated and unified approach to support. Whether you're looking for consulting resources during the network planning and design phase, or assistance with installation and integration, Nortel security services experts can provide the support you need to deploy your secure network — rapidly and effectively. After your network is up and running, you can take advantage of a full range of maintenance and management services, as well as optimization and migration services to help you get the most out of your investment.

## **Nortel is answering today's network security challenges**

Network security is not achieved through technology alone. Effective security plans are the result of an evolutionary process that requires continuous verification, updated configurations and enforcement. Nortel understands all parts of the process and is uniquely positioned to support your network security needs, through our holistic, unified service and support strategy. The strategy, which leverages Nortel's multi-disciplinary expertise, is designed to anticipate and address today's most prevalent security challenges.

### **How can you protect your network from threats such as SPAM, viruses, worms, trojan horses and DoS attacks?**

Nortel's Global Services for Enterprise Security Portfolio provides vigilant, around-the-clock remote monitoring of your entire network infrastructure. Capabilities include watching for security events and monitoring your network's health — while optimizing network performance and reliability.

### **As networks converge, how do you protect intellectual property and confidential customer information?**

Nortel has been in the business of deploying and operating secure networks for many years, which has resulted in a vast knowledge base. Our experience and knowledge enable us to understand business security issues. As a result, we are well positioned to provide you with secure services and a support blueprint that meets your business requirements in a functional and cost-effective way.

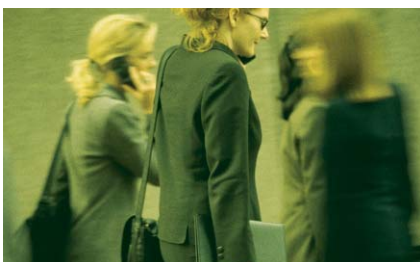
### How can I comply with complex and demanding government regulations as I add new technologies to my network?

The Global Services for Enterprise Security Portfolio has a suite of network and security products and services that include encryption, authentication, policy enforcement and tracking capabilities. These capabilities, when deployed in your network, will enable you to conform to government regulations and provide for a secure online communications infrastructure.

### The Nortel difference

At Nortel, we've been helping customers build the most advanced networks for more than 100 years. Although many manufacturers, service providers, resellers and ISPs can provide you with some of the network security services you require, Nortel is a leader providing security across the lifecycle of your network — from planning and design to implementation, integration and ongoing maintainence.

The Global Services for Enterprise Security Portfolio, coupled with the innate Layered Defense approach designed into Nortel's convergence and mobility products, will have your network protected from security threats that can penetrate even the most sophisticated of networks. Whether you're planning network expansion, technology convergence or simply assessing the threat exposure to your mature network, Nortel can provide you with the "peace of mind" of a well planned and implemented network.



### The secure services framework

Throughout the lifecycle of your Nortel convergence and mobility products, Nortel and its authorized business partners can provide a full range of competitive secure services.

*Planning and design* – Security services for the pre-deployment and planning phase of your network

- › Database Security Audit
- › Compliance Audit
- › Network Security Assessment
- › Secure Convergence Assessment and Design
- › Secure Mobility Assessment and Design
- › Network Disaster Recovery Planning and Design Network Security Consulting

*Installation and integration* — Security services to help you get your secure network environment up and running

- › Project Management
- › Security Implementation Services
- › Installation and Integration Services

*Maintenance, management and security*

— Proactive support maintenance and management services customized to your business needs

- › Maintenance services – Technical Assistance Service
- › Repair Services
- › Software Release Services
- › Enhanced Technical Support
- › Remote Technical Support (24/7) Technical Support and Monitoring
- › Managed Branch-to-Branch VPN Tunnels
- › Monitored Firewall and VPN Service
- › Monitored Intrusion Detection Service (Monitored IDS)
- › Host Log Monitoring
- › Managed Firewall and VPN Service
- › Managed Intrusion Detection Service (Managed IDS)

### Securing one of the world's largest mobile converged networks

Nortel's own network, one of the largest and most converged mobile and secure enterprise networks in the world, connects more than 280 locations across six continents. It operates on Nortel products and is supported 24/7 by our own service experts. These are the same resources that provide our customers with lifecycle services, support 33 million minutes of voice calls, 1.1 petabytes of data traffic (including 1.9 million e-mails), and 100 live Web casts in a typical month.

Leveraging the latest security solutions within the Nortel portfolio, Nortel's Information Systems organization uses the Internet as a transport medium. This helps to reduce the costs and complexities associated with multiple network topologies and access methods — while protecting critical network resources.

- › Managed Intrusion Prevention Service (Managed IPS)
- › Managed Vulnerability Protection (MVPS)
- › High Availability Monitoring for Firewalls and Network IDS
- › Monitoring Only Additional Site-to-Site VPN Connections
- › Monitoring Only for Host-based IDS (HIDS)
- › Managed Host-based IDS (HIDS)

*Optimization and upgrade services* – Services designed to secure and drive network performance include thorough assessments, upgrades and optimization.

- › Network Optimization
- › Upgrade Support
- › Network and System Migration



By utilizing Nortel's secure services and support approach to network security, organizations can be well-positioned to protect and defend their networks against today's security threats while minimizing downtime and maximizing productivity.

### The priorities are clear — customer satisfaction and quality

Nortel reinforces its commitment to customer satisfaction and high-quality service by conducting regular customer satisfaction surveys. Results from these surveys are fed back to technical support teams, analyzed and improvements are implemented — so that the Security Services Portfolio can continue to evolve to meet the ever-changing needs of secure networking environments.

Nortel manages quality throughout our highly-trained operations and services teams. We continue to drive quality certifications such as ISO 9001, TL9000 and Telcordia certifications. In addition to these external quality assessments, Nortel strives to keep our technical support staff the most knowledgeable in the industry — through certification and accreditation, education and testing, and project management Institute (PMI) training.

Nortel is a recognized leader in delivering communications capabilities that enhance the human experience, ignite and power global commerce, and secure and protect the world's most critical information. Serving both service provider and enterprise customers, Nortel delivers innovative technology solutions encompassing end-to-end broadband, Voice over IP, multimedia services and applications, and wireless broadband designed to help people solve the world's greatest challenges. Nortel does business in more than 150 countries. For more information, visit Nortel on the Web at [www.nortel.com](http://www.nortel.com).

For more information, contact your Nortel representative, or call 1-800-4 NORTEL or 1-800-466-7835 from anywhere in North America.

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