

[ASCOM REMOTE SERVICES]

Service:	Ascom Remote support
	Off-site enabled troubleshooting, analysis and correction
	Triggered by Helpdesk service or Instant Notification
	Supports Mission-Critical Communication



REMOTE SUPPORT WITHOUT SECURITY COMPROMISES

Ascom Remote Support is an effective solution for;

- Fault handling
- Corrective maintenance
- Fault logging and analysis
- Restart of individual modules or systems
- Data update and correction

Your system security is our responsibility

Ascom is dedicated to providing the market's most effective wireless communication solutions. From large industrial plants to hospitals, retail outlets and secure establishments, our systems support diverse operations across the world 24 hours a day.

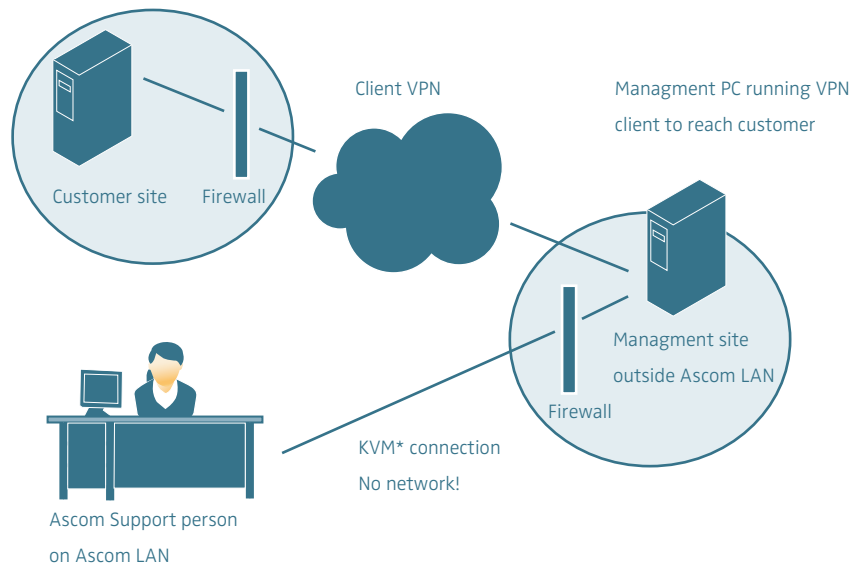
Within the scope of our operations comes much responsibility, amongst these being our duty to provide an effective solution for remote corrective and preventative maintenance and to ensure this is done with the highest levels of IT security.

At your side whenever you need us

In order to perform at optimal capacity, wireless communication solutions require reconfiguration, maintenance and occasional fault rectification. Without doubt, remote access for support and service desk engineers represents the most cost effective method of carrying out these tasks. It involves less system downtime because faults can be addressed without delay or travelling time to the site. Other jobs such as corrective maintenance, fault logging and analysis, restart of individual modules and systems and even data updating can also be managed in the same, efficient manner.

However, even if a visit by an engineer is required, our proactive approach means that they arrive with comprehensive, pre-hand knowledge of the issue they are to deal with and the correct spare parts if these are deemed necessary. Both methods deliver a smoother, quicker response and considerable financial and operational benefits.

ASCOM REMOTE SERVICES: REMOTE SUPPORT



- Remote access facilitates cost effective maintenance, reconfiguration and troubleshooting
- Reduced downtime offers significant financial and operational benefits
- Secure, standardised infrastructure ensures optimal customer data security
- Administer system using normal tools without compromising security

Secure data handling infrastructure

In situations where our services are applied via remote connection, communication between connecting networks is required and IT security inevitably becomes an issue. At Ascom, we give this issue highest priority and have developed standardised infrastructure that ensures all our systems that are administered through a remote connection can be done so using normal tools without compromising security.

Consider the task of reconfiguration, for example. When this is required, we connect to the customer’s system over a secure VPN connection. The equipment we use to connect to these VPN’s is isolated from the Ascom corporate network and as such, inbound traffic to our LAN’s from this subnet is prohibited, as is outbound traffic from our LAN’s to the Remote Access subnet. Access to these machines is only possible via a KVM (Keyboard Video Mouse) IP switch, which is secured by user ID’s and passwords and can only be reached from within the Ascom Corporate Network.

In addition, Ascom only permits remote client VPN connections, not site to site, so when a connection is made, we are subject to the security restrictions enforced by the individual customer’s VPN concentrators or firewalls.