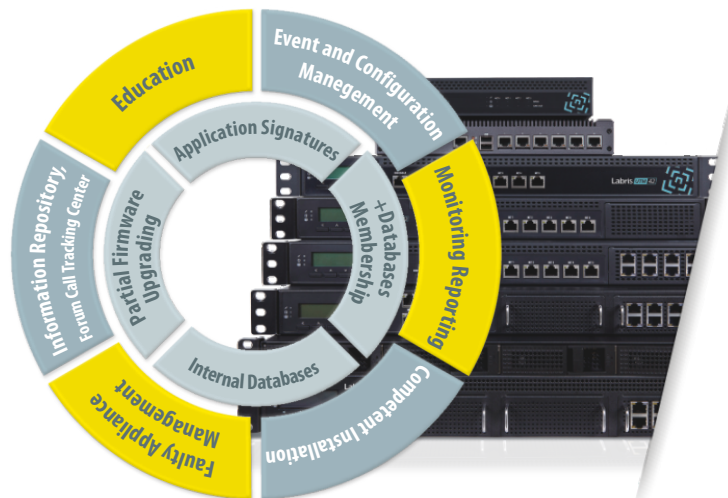




Labris® Close Security Support

- With after-sales services surrounding the devices and software it produces, Labris Networks offers a complete and end user-focused product and life cycle. We have built our product-service process in light of international standards, enabling you to use our products more efficiently.
- Our products boast partial firmware infrastructure, providing a great advantage in rendering better services. This allows our customers to keep their firmware updated by downloading in small packages.



Labris®
NETWORKS



SOC (Security Operations Center)
CSS (Close Security Support)
DDoS CERT (Computer Emergency Response Team)

■ **Security Operations Center**

In our Security Operations Center (SOC), we closely monitor your devices, cyber attacks, and security events. Our teams that include Cyber Warfare Labs (CWL) staff , analyze possible security vulnerabilities and make provisions. Thus, we protect what's valuable for you with our provisions and the technology developed by us.

■ **Close Security Support**

Our Close Security Support (CSS) team monitors the alarms coming from your systems 24/7 and provides close support that



Close Security Support

you need for using your infrastructure in the most effective way. When you purchase a Labris product, you also get the benefit from the advantage of having most suitable SLA standard for your business.**

■ **Cyber Warfare Labs**

Labris Networks conducts intense inspections in world-wide and critical networks with its installed devices and sensor



networks. These studies are converted into technological infrastructure and signature, and get distributed to devices by Labris Networks' security events research center **Cyber Warfare Labs™**.

DDoS CERT

HARPP DDOS CERT is a DDOS specific premium Computer Emergency Response Team(CERT) Service for protecting your business.

There are 6 defined activities in the scope of HARPP DDOS CERT.

Service Activation:

Analyzing the existing environment as a whole and plan for HARPP DDOS Mitigator placement.

Tuning:

Aim of tuning is to generate **Application Anomaly Signatures (AAS)** specific to customer services to prevent DDOS and minimize the false positives.

7x24x365 Monitoring:

All HARPP DDOS Mitigator devices are connected to HARPP SOC as a part of this service for ensuring continuous monitoring. Service level are continuously monitored and incident handling is done with the agreed SLA's.

Monthly Service Review:

This part of service ensures that HARPP DDOS protection is updated with the changes on the applications itself and the user/client characteristics. HARPP CERT Team reviews customer environment on a monthly basis and ensures that DDOS protection is effective and not causing false positives.

Attack Mitigation:

All HARPP DDOS Mitigator devices are connected through HARPP SOC and monitored. If there is an incident recognized as DDOS attack, this is immediately seen by HARPP DDOS CERT Team and attack mitigation starts.

Post Incident Reporting:

After major incidents, there is a specific report prepared as a result of that event. This report can be directly sent to upper management as and expert review and used for explaining the incident and how it is handled.

* Connections from SOC center are made with end-user authorization in accordance to the SLA program of the received service.

** Please refer to the table in this catalogue for the scope of service in SLA programs.

Support Channels



INSTALLATION

After you order the product, our CSS experts visit you for product installation.



TRAINING

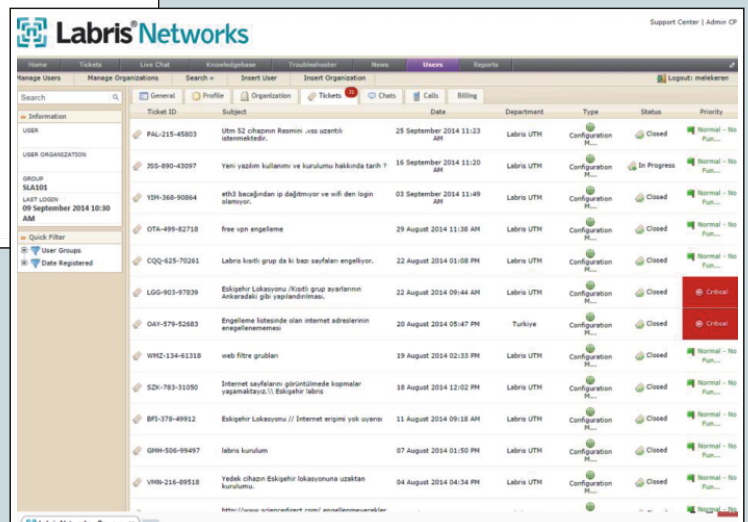
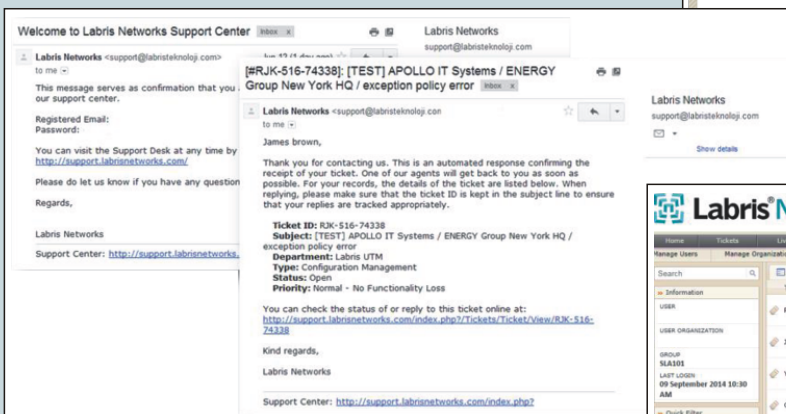
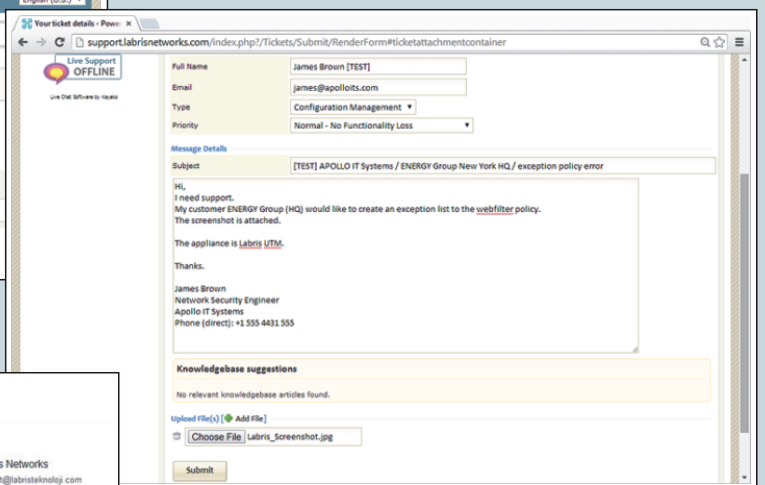
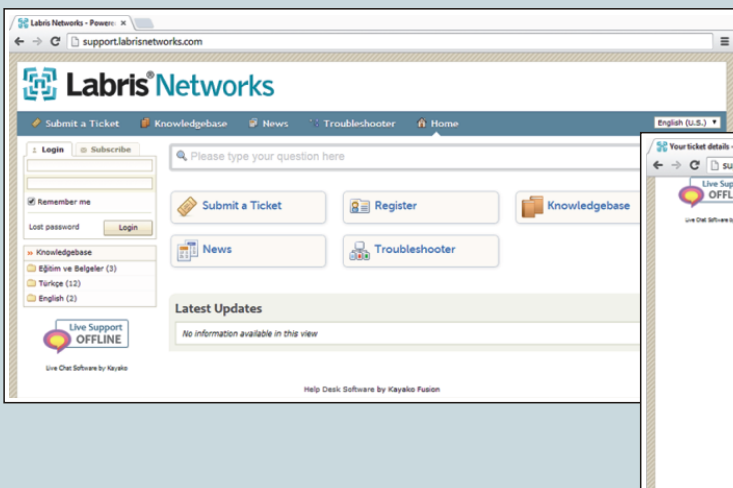
Standard product training is given after installation.



SUPPORT

You can notify us for any suggestions/inquiries, procedures for setting modifications regarding the product, etc. by logging into our system at <http://support.labrisnetworks.com/>. Your username and password is created with the first notification call.

- You can specify the priority of your ticket and deliver your detailed ticket with our support system. Our CSS team will return to you within scope of SLA as soon as possible. You can contact our CSS team and follow up the process of your ticket via our system. You can also access your previous tickets.



Support Service Packages

GENERAL	Community Support Package	Business Partners Support Package	Manufacturer Support Packages
Service Hours*	7x24	5x9	5x9 - 7x24 options
Type of Application	-	Agreement with Business Partner Support Centers	Manufacturer Support Agreement
Support Provider	-	Business Partner	Labris Networks (Manufacturer)
Support Channel	Web	E-mail, Phone	Labris Call Tracking System (CTS), E-mail, Phone
TOOLS			
Community Trainings	Yes	Yes	Yes
Labris Forum	Yes	Yes	Yes
Knowledge Base	-	Yes	Yes
UPDATES			
Version Updates	-	Yes	Yes
Database Updates	-	Yes	Yes
DEVICE FAILURE OPERATIONS			
Defective Part Replacement (Under Warranty)	At Labris Networks Hardware Support Office	In Limited Scope**	Labris Networks Donanim Destek Ofisinde
Parts Replacement (Out of Warranty)	-	In Limited Scope**	
Return/Replacement Approval	Labris Networks RMA Office	Labris Networks RMA Office	Labris Networks RMA Office

* 5x9 = Except official holidays. ** May replace parts within the limits of its authorization. Any unauthorized operation will void warranty of the product.

Device Warranty Replacement Part Management

PROVISION of BACKUP DEVICE: Ensuring your security 7/24 is a priority to us. That is why, you are provided with devices at the highest SLA levels as part of Close Support CSS. Your backup device will be capable of fully satisfying your existing security needs.

DEFECTIVE DEVICE REPAIR/REPLACEMENT: Likewise, when you apply to our hardware support offices to submit your defective device, you will take back your device in 10 days at maximum thanks to our support service provided as part of CSS. You may look at the SLA packages scope chart to find out the appropriate terms of backup device provision and defective device response.



Scope of Manufacturer Support Packages

GENERAL			CSS SERVICE				
			SLA 101	SLA 124	CSS SLA 201	CSS SLA 224	CSS SLA 401
Business Criticality		Basic	Basic	Standard		Mission Critical	
Service Availability		5 d x 9 hrs	7 d x 24 hrs	5 d x 9 hrs	7 d x 24 hrs	5 d x 9 hrs	7 d x 24 hrs
Call Tracking System (CTS) Access		Yes	Yes	Yes	Yes	Yes	Yes
Phone, R-mail Contact		Yes	Yes	Yes	Yes	Yes	Yes
RESPONSE							
Method		Remote	Remote	Remote	Remote	Remote, Outside	Remote, Outside
Information		< 1 bus hr	< 3 hrs	1 hr	1 hr	< 30 mins	< 30 mins
QUALIFIED RESPONSE TIME							
	Normal	< 15 bus. hrs	< 16 hrs	< 8 bus. hrs	< 8 hrs	< 4 bus. hrs	< 4 hrs
	Medium	< 8 bus. hrs	< 12 hrs	< 4 bus. hrs	< 4 hrs	< 2 bus. hrs	< 2 hrs
	High	< 4 bus. hrs	< 8 hrs	< 2 bus. hrs	< 2 hrs	< 1 bus. hr	< 1 hrs
Escalation Officer		Support Assistant		Coordinator		Support Manager	
RESPONSE to DEVICE FAILURES							
Defective Device Maintenance Time*		20 bus. days	20 bus. days	10 bus. days	5 bus. days	2 bus. days	2 bus. days
Backup Device Provision Time		-	-	3 bus. days	3 days	10 bus. hrs	10 hrs
REPORTING FREQUENCY							
To Company Support Manager		-	-	Weekly	Weekly	2 bus. days	2 bus. days
To Company Senior Manager		6 Months	6 Months	Monthly	Monthly	Weekly	Weekly
Onsite Visit and Assessment		-	-	-	6 Months	Quarterly	Quarterly
INFORMING FREQUENCY (PRIORITY : MEDIUM)							
Labris Networks Support Assistant		4 bus. hrs	2 bus. hrs	2 bus. hrs	2 bus. hrs	1 bus. hr	1 hr
Labris Networks Support Coordinator		8 bus. hrs	4 bus. hrs	4 bus. hrs	4 hrs	2 bus. hrs	2 hrs
Labris Networks Sales Officer		-	-	Weekly	Weekly	3 hrs	3 hrs
Labris Networks Support Manager		-	-	Weekly	Weekly	2 hrs	2 hrs
Labris Networks Board of Directors		-	-	-	-	Weekly	Weekly
INFORMING FREQUENCY (PRIORITY: HIGH)							
Labris Networks Support Assistant		2 bus. hrs	2 bus. hrs	1 bus. hrs	1 hr	30 dakika	30 dakika
Labris Networks Support Coordinator		4 bus. hrs	4 bus. hrs	2 bus. hrs	2 hrs	1 bus. hr	1 hr
Labris Networks Sales Officer		2 bus. days	1 bus. days	8 bus. hrs	8 hrs	4 bus. hrs	4 hrs
Labris Networks Support Manager		3 bus. days	1 bus. days	24 hrs	24 hrs	12 hrs	12 hrs
Labris Networks Board of Directors		-	-	Weekly	Weekly	24 hrs	24 hrs

* The period from the device's arrival to Manufacturer Hardware Support Office to its shipment.

CALL PRIORITY DEFINITIONS	
- Call priority is determined according to how the business is affected by the incident.	Normal No Loss of Business
- Call priority is determined by joint decision of the reporter and receiver of the call. During the call process, this priority may be changed by technical experts appointed to the call.	Medium Loss of Performance and Efficiency
	High Business-Critical Incident, Stop of Work Related to the Device

■ **Spam Sensor Network**

It is critical to identify the multi-target malware that starts from a single point, before they reach your devices. The most critical information that a device may not decide on its own through anomaly detection methods only is the frequency and the targets at which this traffic is being directed. With a widely positioned sensor network, the source and IP information of the malware as well as their traffic-related signature information are obtained and promptly distributed to the devices.

■ **Database Subscriptions**

Standard Signature Figures

- Firewall Application : **2,000 +**
- Application Categories: **15 +**
- URL: **3 Millions +**
- URL Categories: **85+ (18 TR)**
- IPS : **9.000**

Additional Subscription Options

Web Filter + Database Membership

- URL: **500 Millions +**
- Web Pages: **6 Billions +**
- Categories: **150 +**

IPS+ Database Membership

- Internal Signature : **20.000 +**
- Categories: **74 +**

■ **IP Reputation Network (2000+ Points)**






Localized reputation network	An IP reputation network that extends both to ISPs and 50-user networks
Harmful traffic survey to identify IPs	Survey of harmful traffics like spam, virus, malware etc.
IP Archive Data	IP reputation database based on many years

Additional Ethernet Card Options

Our product families offer a wide range of Ethernet modules, from gigabyte and 10G copper to Fiber interfaces.

You may contact our center for additional port needs for your products.



Labris <i>UTM</i> Series		CARD SOCKET	GIGABYTE (4 vey 8 ports)	FIBER SFP (4 vey 8 ports)	10G Copper (2 ports)	10G SFP+ (2 ports)	10G SFP+ (4 ports)
	Labris UTM 52/56	1	✓	✓	-	✓	-
	Labris UTM 64	2	✓	✓	✓	✓	-
	Labris UTM 150/155	3	✓	✓	✓	✓	✓
	Labris UTM 170/175	4	✓	✓	-	✓	✓
Labris <i>LOG</i> Series		CARD SOCKET	GIGABYTE (4 vey 8 ports)	FIBER SFP (4 vey 8 ports)	10G Copper (2 ports)	10G SFP+ (2 ports)	10G SFP+ (4 ports)
	Labris LOG 30	1	✓	✓	-	✓	-
	Labris LOG 60	2	✓	✓	✓	✓	-
	Labris LOG 150	3	✓	✓	✓	✓	✓
Labris <i>MNG</i> Series		CARD SOCKET	GIGABYTE (4 vey 8 ports)	FIBER SFP (4 vey 8 ports)	10G Copper (2 ports)	10G SFP+ (2 ports)	10G SFP+ (4 ports)
	Labris MNG 100	1	✓	✓	-	✓	-
	Labris MNG 500	2	✓	✓	✓	✓	-
	Labris MNG 1000	3	✓	✓	✓	✓	✓

Labris is well aware of any of your needs. That is why we continue to create new channels to help you contact us more easily. We ensure easy access to CSS service with web, phone or direct support alternatives, swiftly responding and resolving issues swiftly for you.

COMPLEMENTARY TOOLS

Knowledge Base



Labris Knowledge Base offers differentiated information according to user levels below.

- Public
- Accessible by Labris product users.
- Accessible by holders of Labris Certificates (LCSA,...) .
- Accessible by Labris Support and Training Department (SPD)

support.labrisnetworks.com

Customer Forum



A useful platform suitable to keep contact with Labris users, share your thoughts and request suggestions for solution.

WAYS of ACCESS

Call Tracking System



Contact the vendor that you sign a support agreement with to receive technical support. If you are having difficulty receiving technical support, you may contact Labris Support and Training Department.

support.labrisnetworks.com

Business Hours

Weekdays, Monday-Friday:
8:30 am - 17:30 pm
Weekends: only 7x24 services

SUPPORT CALL

+ 90 850 455 4555 (Pbx)
RMA (Return-Replacement) Office
+ 90 312 2101564 (Pbx)

7 · 24 · 365
GLOBAL SUPPORT

Labris Networks Headquarter

Galyum Block, METU Technopolis, ANKARA - TURKEY
T + 90 312 2101490 (Pbx) F + 90 312 2101492
info@labrisnetworks.com

Product Assemble Office

Aşağı Öveçler Mah. 1331 Sok., No 3/3,
Çankaya, ANKARA - TURKEY T +90 312 472 6656

Istanbul R&D Office

D2 Blok, No Z03, YTU Technopolis,
Esenler, ISTANBUL - TURKEY
T +90 212 264 2200

Istanbul Export Office

Levent LOFT, Istanbul / TURKEY
T +90 212 264 2200



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