

eDrivium Managed Perimeter Security

With extensive Firewall and VPN experience and troubleshooting expertise, eDrivium can manage your entire Firewall / VPN network on an outsourced basis; providing a turnkey managed solution. This gives you a single point of contact and provides peace of mind.

eDrivium Managed Firewall / VPN Service ensures that our network technicians are on call 8am - 8pm M-F EST troubleshooting your Firewall/VPN infrastructure. We offer extensive support, upgrades, back-ups, coordination with ISP, monthly reporting, and quarterly and semi-annual reviews. 24x7 option also available.

The Scope of Service includes:

- Firmware upgrades and configuration back-ups
- Requested configuration changes
- Coordination with (assuming authorization has been granted):
 - ◊ Telephone company local loop
 - ◊ ISP backbone and internet service
- Proactive monitoring of the Router
- Proactive monitoring for the VPN gear
- Dedicated support team
 - ◊ Available by pager 24x7 EST
 - ◊ able to connect remotely to any VPN device covered from anywhere via wireless modem and notebooks
 - ◊ will obtain any down-time information
 - ◊ will provide reasonable and proactive response time (usually 2 hours)
- Dual-level monitoring available
- Firewall / VPN diagram and documentation

Quarterly Review – if applicable

- Brief review of Firewall/VPN system settings
- Change of pre-shared security on VPN policy
- Review of VPN client authentication
- Firmware version update as required

Semi-annually / Annually – if applicable

- Review network changes to optimize topology
- Review policies
- Change VPN client group policy pre-shared key
- Change of VPN client Radius password

Management & Reporting

- Management and reporting available using central management tools which may be vendor dependent
- May require customer to supply server hardware for log collection

Cost of Service

The fee for this service is \$350 per month for H.O - discounts available for remote offices

One-time set up fee of \$500 to implement Management and Reporting service—waived.

10% annual prepaid discount applies.

Terms / Service & Restrictions

Problems with routers / Firewall / VPN gear should be reported. In case of issues, appropriate action will be taken to determine root cause & coordinate to rectify those issues.

24x7 coverage is provided. This is a remote service. On-site service will be provided at eDrivium's discretion on pre-approved locations within Ontario, Canada. eDrivium reserves the right to amend this service. Restrictions apply.

Request for service outside of the scope of this contract will automatically be billed separately at our then standard rate.

Contract term is 12 months and automatically renews after contract term unless written notice of cancellation is received 60 days prior to the renewal date.

Manufacturer support contracts must be active.

eDrivium will put forth best efforts to maintain the integrity of your network and data. eDrivium does not assume responsibility of any lost data, files or application issues.

eDrivium Managed Firewall / VPN Plus GMS

Sign-off

I the undersigned agree to the terms and conditions outlined on the reverse page of this document. I am authorized to bind the company listed below and do so for a period of twelve months within the terms specified in this document.

Name of authorized person

PO number

Signature of authorized person

12 months
Length of contract

Title

Service start date

Date signed

Service set-up commences

On behalf of (company name you are binding)

Number of sites to be managed

Prepaid annually - 10% discount

Prepaid monthly

Approved by (eDrivium authorized representative)

Date

eDrivium Corporation

Phone: 416-750-3135

Fax: 416-750-1550

www.edrivium.com

Providing & supporting
network security solutions
across Canada

