

Atlantic in a Can – site support server at *no cost*

Atlantic resells support from Aruba, Fortinet and others. This includes hardware replacement, software updates and access to a manufacturer's technical assistance center (TAC). When there's a problem, however, customers often call us first. That's good with us; even if we have no formal support arrangement in place, we're happy to respond because your experience with the products and configurations we recommend is important to us.

Some technical support requests require a presence on the network, however. That can mean traveling to your site for a formal engagement, which typically includes a charge. We want to make "being there" easier and less expensive for you, and we want to reduce the lifetime of a technical problem. To that end, we are offering your district a service platform (we call it "*Atlantic in a Can*") that will provide a local support presence for us.

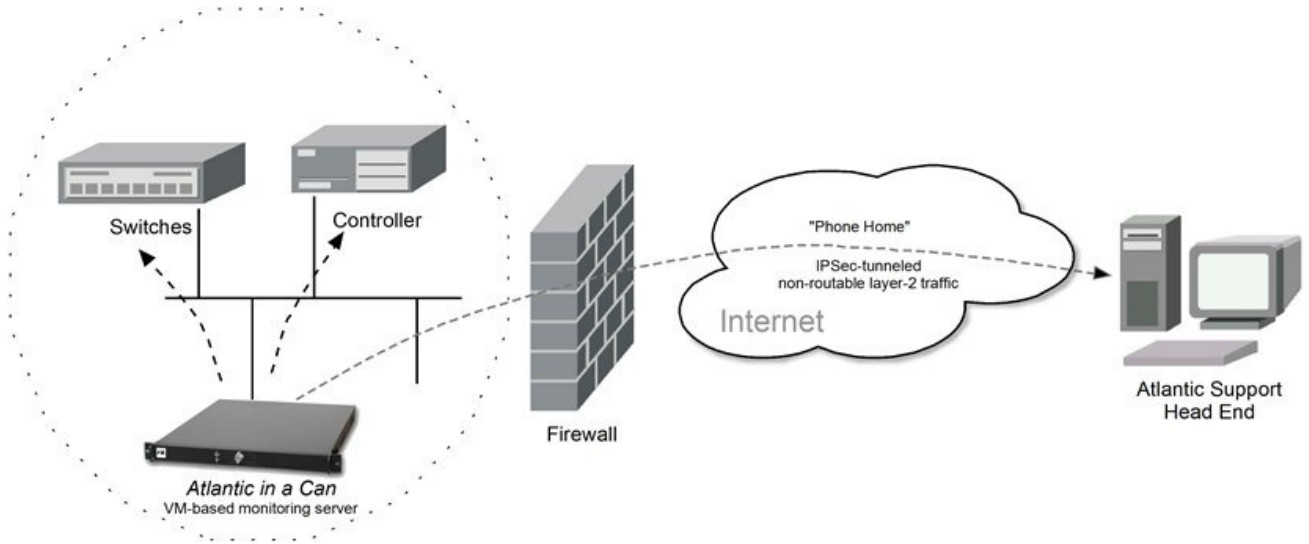
The cost to you is nothing.

The same platform can be used for higher levels of support, monitoring and managed services, as described below. These services are available for a fee and are eligible for E-Rate funds.

- Secured
- Unreachable from Internet
- Unreachable from inside your network
- Platform "Phones Home"
- Traffic is IPsec tunneled in a non-routable segment
- Provides remote support access for Atlantic troubleshooting
- Runs VM host for easy add-on service deployment and updates
- Rack-mountable 1U platform with plenty of horsepower
- Atlantic keeps platform up-to-date
- Simple physical disconnect

Server platform

Security is our first concern. We have assembled a server package that "phones home" from within the customer network. It cannot be reached from the Internet. Most of its ports are shutdown. All traffic is encrypted within an IPSec tunnel carrying a non-routable segment.



The server takes a static or DHCP address from the internal network. This address is a NAT boundary so that all traffic coming from the server is sourced from the internal network address. Via this, Atlantic can make contact with internal wireless controllers, switches or firewalls as if sitting on the internal network.

A private segment is bridged back to Atlantic via an IPSec tunnel. A non-routing interface to your network provides a local connection. The server runs a KVM-based VM environment that includes customized images of Nagios, OwnCloud and Atlantic services. The physical platform is a 1U rack device running a locked-down copy of Centos 7.

E-Rate eligible Managed Services available

MIBS Services

Monitor performance

✓

Backups

✓

Watch network services

✓

Watch for equipment issues

✓

Provide alerts

✓

Keep equipment inventory

✓

Provide technical support

✓

Manage Controllers

✓

Work with vendors

✓

The same platform can be used for Category 2 Managed Internal Broadband Services (MIBS), which is E-Rate eligible. Under managed services, Atlantic will make the first diagnosis and interact with Aruba's TAC on your behalf. Typical time-to-response is less than four hours. All levels of monitoring include bi-annual operating system updates, as necessary.* Other products, such as Fortinet, Meraki and Cisco gear may be included. Services do not include network re-engineering, administration of authentication databases, new equipment provisioning or on-site services. Ask for details.