

ComBrio VSIportal

► Improves service levels

Leverage third party support resources

Provide third party direct, secure access to end devices

On-demand device access

Increased bandwidth for device service

Highly scalable

► Increases security and compliance

Outbound initiated connections requiring no open inbound holes in firewall at customer or third party location

End-to-end audit trail for regulatory requirements

User-defined reports based on device, time and authorization

Utilizes 128 bit SSL and AES standard encryption

Single-directional initiation of remote connections

► Reduces Cost

No modification required to your support network

No agents, modems or VPNs required

Resides between existing network management tools and target devices

Rapid "Drop-in" Deployment

Ubiquitous connectivity

To meet customers demand for continuous uptime and rapid problem resolution, original equipment providers, resellers, and independent service organizations often employ the assistance of third party resources to support their customers. In many cases, these resources are not direct employees of the company, and normally do not have full-time access to the service provider's support network.

Third party resources can include; technical partners that provide software or hardware support on the products sold; or company owned resources that may not be physically located within the support center.

Other examples of third party support organizations can include distribution or sales partners that may provide direct 1st tier support services in representation of a company's product or service.

Beyond the struggles of a service organization's ability to establish cost efficient, secure, and accountable connections between their primary support center and the devices they are contracted to manage, the introduction of creating and managing connections to their third party contracted support resources adds additional complexities to a remote-based managed services deployment.

As an extension to the value of ComBrio's VSI Service Delivery platform through its ability to remove the complexities of remote product services support, ComBrio's VSIportal module further simplifies service infrastructures by providing for secure, efficient and accountable connections for third party contracted resources that require access to your end-customer devices.

VSIportal

ComBrio's VSIportal is the first remote support solution that allows Service Providers the ability to extend access to their internet-based support systems to contracted third party locations without the need for VPNs, dedicated connections, or the use of insecure web portals.

VSIportal enables Service Providers the ability to allow their contracted service partners to securely provide direct end-customer support while maintaining complete control and accountability of their contracted partners' visibility and access to their end-customers' specific managed devices located behind their end-customers' firewalls.

The VSIportal module for ComBrio's VSI platform allows Service Providers to take their remote services to the next level by extending secure access to their remote services infrastructure to third party partners and remote employees which can include:

- Services Partners
- Sales Partners
- Distributed Support Staff

Services Partners

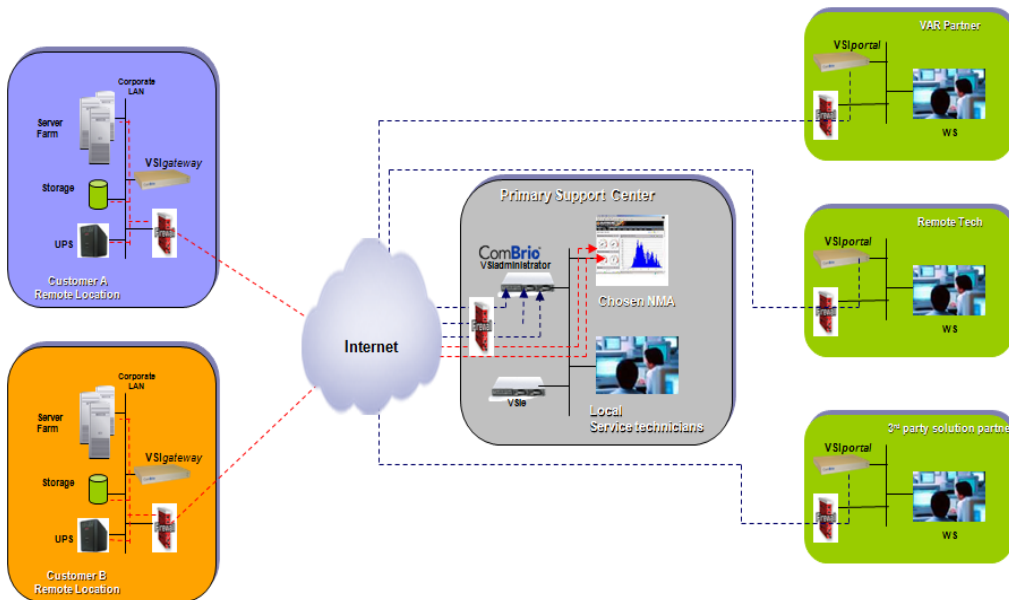
Using *VSIportal*, Equipment and Service Providers can efficiently utilize support resources of their third party contracted services partners by providing them the ability to remotely access end-customer devices while maintaining end to end security, accountability and control of all connections. Types of contracted third parties can include the OEM provider of the equipment, or product expertise that is not available within the support center.

Sales Partners

As a market differentiator, *VSIportal* enables Equipment Providers the ability to outsource to their distribution and reseller partners services along with the distribution of their products. By providing distribution and reseller partners with a ubiquitous infrastructure, *VSIportal* enables these partners to offer and perform maintenance and or repair services while maintaining ultimate control of what, where and when each partner can access an end-customer managed device(s).

Distributed Support Staff

VSIportal enables Services Providers to efficiently utilize a distributed support staff by eliminating the costly need to establish and maintain VPN connections between remotely located technicians and the primary support center network. *VSIportal* provides for control at the device level, specifically determining which devices can be accessed by external entities.



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VSIportal can be provided pre-installed on a compact ComBrio appliance, or installed on existing hardware at the third party location. *VSIportal* enables Service Providers to take service offerings and customer satisfaction to a higher level by extending the reach of their support resources beyond the boundaries of a closed support center LAN environment.

