

Avaya Secure Access Link

Avaya Secure Access Link

It is no wonder that IT and security professionals are always looking for new ways to streamline and secure network operations. Changing security standards and unpredictable business demands mandate that organizations have very flexible communications networks. Organizations must be able to easily manage these valuable networks while dealing with the multiple service partners.

Designed to help you simplify network management and increase your support options, Avaya Secure Access Link (SAL) is an innovative, remote-access architecture that can provide greater security, reliability, and flexibility. With SAL, you create rules that govern when and how Avaya or other partners access and support your communications network and, as unforeseen conditions arise, you can change your access rules quickly.

Simplified Network Management

SAL delivers a simple, secure support model with value-add features that can help you more easily manage your network and reach your business goals. Experience more control, more choices, and more value over your remote services, allowing you to optimize communications and increase productivity.

Unique identification and strong authentication of individual users



Experience Fastest Restore

21% faster resolution on Major severity troubles compared to other connectivity methods¹

58% shorter resolution times for Tier 4 with access to advanced tools and reduced manual data collection¹

help you meet the ever tightening security regulations of your organization while maintaining control of network access. Through channel-neutral support and self-service options, you can not only set your own rules, but also choose who supports you based on your needs. Beyond these immediate benefits, SAL opens the door to a full suite of Avaya services that gives you access to valuable tools and resources designed to maximize your Avaya Solution.

More Control and Improved Security

SAL helps you make well-informed decision about how to maintain access control while meeting or exceeding your organization's security standards.

¹As measured by internal Avaya testing

- **Centralize Management.** With up to 500 access points under a single SAL Gateway, you can streamline operations and easily manage your network from a centralized point.
- **Regulate Access.** You have the option to authorize each remote access request individually and to set rules for your network.
- **Reduce Network Risk.** Secure protocols and industry best-practices, such as two-factor authentication and egress communication, deliver greater security and peace of mind.

More Choices

Whether your network supports a small business or a large global enterprise, Avaya Secure Access Link enables you to tailor a solution that fits your organizational needs.

- **Set Access Rules.** By defining a maintenance access window, you can assign roles to individuals based on factors such as who they are, how they authenticate, and when they can access your network.
- **Increase Support Options.** Choose from a variety of flexible deployment options that allow you to select your preferred service partner, whether it be Avaya, an authorized Avaya partner, or a combination of the two.

Enhanced Value

SAL delivers superior value and can help drive network performance

through a suite of Avaya services designed to increase communications uptime.

- **Faster Resolution.** SAL provides better support and faster restore than other remote service technologies.
- **Optimize your Avaya Solution.** By gaining access to the full Avaya Services portfolio, you can leverage advanced diagnostics, high speed connection, and on-demand service.
- **Reduce Costs.** Eliminating the need for modem hardware and associated administrative costs can streamline operations and help control costs.

Fast Facts

Avaya Secure Access Link Benefits:

- **Flexible service environment.** Alarms can be immediately sent to multiple service partners and/or your support center for quick response and improved monitoring and oversight.
- **Simplified remote access model.** Any technician servicing your network is uniquely identified using industry best practices such as two-factor authentication.
- **Secure support architecture.** SAL gives you more options for service partners and complete control over how they service your network. And, if your needs change, you can easily change your policy.

Avaya Professional Services Offers

1. Standard: SAL Server Installation, SAL GW upgrade to version 2.1
2. Full Advanced: APS Consulting, Design Installation, Testing, and Training Services
3. Validation and Training (Add-on): APS Design Validation, Troubleshooting, and Testing Services

Enable an Outstanding Suite of Services

Secure Access Link gives you access to the entire ecosystem of Avaya Client Services. By leveraging this valuable set of Avaya tools and resources, you can achieve superior business results such as faster resolution, fewer incidents, maximized uptime, and enhanced business continuity.

- Streamline project completion with provisioning tools that enable you to respond quickly to configuration changes and patch and update deployments
- Reduce service costs by experiencing 74% fewer outages and resolving 48% of system alarms with EXPERT systems^{SM1; 2}

¹As measured by internal Avaya testing

²Availability based on product enablement

- Gain an end-to-end view of your network operations with real time system status, reporting, and incident management through Operations Intelligence Suite (OIS)²

SAL Architecture

Avaya Secure Access Link architecture includes several software-driven components, two of which reside in your network. The software is included with your Avaya maintenance agreement, making Secure Access Link a cost-effective, easy-to-implement solution for your organization.

- 1. Secure Access Link Gateway Software** is the only required customer component of SAL and is responsible for securely and reliably receiving and forwarding alarms over the internet. Supporting up to 500 end devices, this software consolidates your remote access points down to a single centralized location.
- 2. Secure Access Policy Software**, also included with your maintenance agreement, is an optional customer component. This software centrally manages policies and provides explicit approval capabilities along with active session monitoring and terminating.

Driving Innovative Remote Service

Avaya is delivering better support and enhancing client service experiences with SAL. Avaya Secure Access Link enables a service environment that simplifies management and maximizes system uptime, translating into bottom-line impact for your organization. Through more control and more choices over your network, you will experience enhanced value and optimized communications.

"We believe Secure Access Link will save us time and money based on the added flexibility and productivity it brings to our team."

-Barry Toole, Voice and Convergence Manager,

MEADWESTVACO

Team with Avaya Client Services

Avaya Client Services is a global award-winning organization with over 4,000 channel partners and presence in over 55 countries. Backed by 28 global delivery support centers and over 19,000 employees covering 14 languages, Avaya delivers outstanding client experiences and top quality service worldwide. A powerful and trusted brand, Avaya provides security and reassurance to approximately 10-million businesses by enabling them to link directly to our R&D engineers. We are a client-focused organization dedicated to delivering superior value and service each and every day.

About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, data solutions and related services to companies of all sizes around the world. For more information please visit www.avaya.com.

© 2012 Avaya Inc. All Rights Reserved.

Avaya and the Avaya Logo are trademarks of Avaya Inc. and are registered in the United States and other countries. All trademarks identified by ®, ™, or ™ are registered marks, trademarks, and service marks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners. Avaya may also have trademark rights in other terms used herein. References to Avaya include the Nortel Enterprise business, which was acquired as of December 18, 2009.

01/12 • UC4860