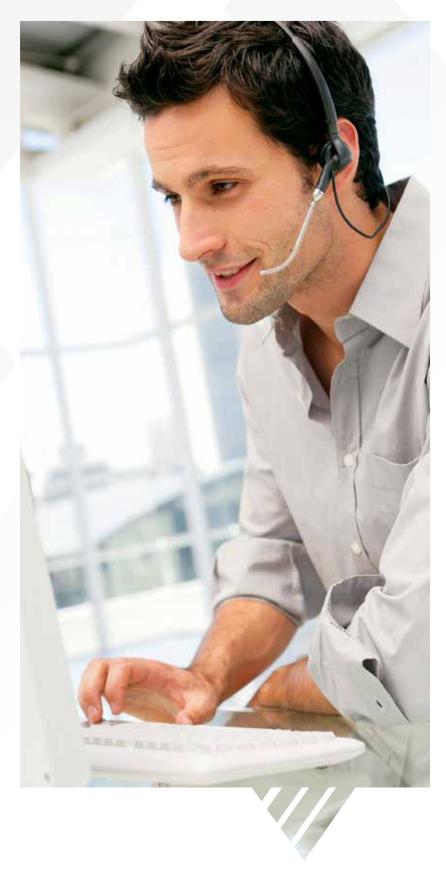# March Networks Managed Services

Security Protocols

March Networks' Managed Services team monitors tens of thousands of cameras, encoders and network video recorders (NVRs) for dozens of customers around the world to optimize the availability of mission-critical video surveillance systems. Proactive monitoring of hard drives, fans, backup batteries and camera synchronization on hundreds or thousands of devices across a customer's entire footprint speeds corrective action, and ensures compliance with mandated requirements for video retention.

Operating from a state-of-the-art Network Operations Center (NOC) at March Networks' global headquarters, the Managed Services team works closely with customer Information Technology management to implement remote access solutions that comply with their unique access and network security policies

March Networks' Network Operations Center

The Managed Services team operates from a highly secure NOC in a VMWare environment with redundant bandwidth, disk, network and computer resources, supplemented by an offsite 24/7 Disaster Recovery/Business Continuance backup facility, ensuring service continuance in the event of equipment failure or catastrophic disruption.

In addition to standard firewall and monitoring software, the March Networks NOC relies on End Point Security for additional logging, firewall, compliance and malware protection. Additionally, strict protocols ensure that only authorized NOC staff have access to customer sites.

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Security Strategies for Managed Services Network Access

March Networks offers several variations of two primary access methodologies for managed services. Each strategy is customized to conform to the security standards of individual customers.

Standard Security Strategy for Managed Services

An authorized March Networks Managed Services team member connects to the customer network using a customer-provided Virtual Private Network (VPN) client. Using Remote Desktop Connection software, we access a customer PC equipped with March Networks software for administering and monitoring recording devices. The PC is configured to prevent access to the rest of the customer's network.

Enhanced Security Strategy for Managed Services

An enhanced security solution offered by March Networks' Managed Services is based on a VPN concentrator located within a secure DMZ and an IPSEC point-to-point tunnel to the customer site on a private circuit. Authorized NOC staff are only able to access health status data from a prescribed PC on the customer network, ensuring that no video or other network traffic leaves the customer site. NOC staff connect to the customer network using customer-provided security software (e.g. NetOps or Citrix) over a dedicated virtual local area network (VLAN) inside March Networks' secure DMZ.

Optimum Performance

March Networks' highly skilled Managed Services professionals leave customer IT departments free to focus on enterprise priorities. The service ensures the optimum performance of video surveillance systems and adheres strictly to the most demanding network security standards. As the manufacturer, we know March Networks video surveillance hardware and software better than anyone. We have a deeper toolbox to manage and monitor our customers' video surveillance systems and are able to quickly diagnose and remedy performance issues, minimizing system downtime.

March Networks is currently providing health status monitoring services for multiple banking, retail and transportation customers and oversees the performance of more than 38,000 devices worldwide.

Testimonial From a Large U.S. Bank

"My initial reasons for using March Networks Managed Services are no longer the same as they are today. It was pretty obvious that at the rate the bank was growing I was not going to be able to manage our video system at an effective level. I decided to give March Networks Managed Services a try and see if that would at least reduce my workload. I was pretty confident that March Networks knew more than I did about their video systems, but wasn't sure how well they could manage them.

*"The results fortunately have been beyond my expectations and I would go so far as to say **everyone should use this service**. Whether you have 10 cameras or 10,000 cameras, the level of service is greater than end users could provide or manage themselves."*

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