NETSCOUT.

Arbor Managed Services

Maximize Your Arbor DDoS Protection

KEY FEATURES & BENEFITS

Setup of Your Deployment Using Industry Best Practices

Trust the implementation and provisioning of your Arbor products to ensure that your on-premise DDoS protection is setup properly.

Fully Managed During Time of Attack

Rely upon the industry leading expertise and best practices of Arbor to detect and stop DDoS attacks, both on-premise and in Arbor Cloud — providing comprehensive DDoS protection and minimizing impact to your business.

Post Attack and Service Reporting

Learn from comprehensive post DDoS attack reports and expert consultation to help prepare you for future threats. Quarterly operations reviews of service performance, tuning and best practices to ensure your managed DDoS service is always aligned with the evolution of your business goals.

Product Lifecycle Management

Transfer the burden of managing your Arbor DDoS attack protection products to Arbor's Technical Assistance Center (ATAC) which offers 24/7 assistance and tight integration with ASERT and Arbor Cloud SOC.

Dedicated Personnel

As part of the Arbor Managed Services you receive a dedicated Program Manager and optional Resident Engineer.

NETSCOUT's Arbor DDoS attack protection solutions are the best tools available in the market to protect against DDoS attacks. As with other tools, they require trained and skilled operators to maximize their value. To keep networks and services protected from motivated attackers, operators need to keep their product knowledge up to date, remain vigilant to stay abreast of the latest threats, and continuously tune the system to the changing environment. Hiring, training, and retaining skilled staff presents a challenge for many businesses. The good news is that the industry leader in DDoS solutions can manage your DDoS defense and take this burden from you. Arbor Managed Services provides you several benefits:

- **Before Attack:** Expert implementation and provisioning to properly prepare your business for a DDoS attack.
- **During Attack:** On-premise attack mitigation conducted by industry experts to quickly stop DDoS attacks before they impact your business.
- **After Attack:** Comprehensive post mortem reports, consultation and policy tuning to understand and prepare for future attacks.
- **Daily Maintenance:** Remote, general management of Arbor DDoS attack protection products, ensuring they are up to date, running properly and armed with latest Arbor threat intelligence.

Take Advantage of Fully Managed, Layered DDoS Protection

Modern day DDoS attacks use a dynamic combination of volumetric, state-exhaustion and application layer attacks vectors. Even though your on-premise Arbor DDoS attacks protection solutions are capable of stopping all of these attacks, there may be times when it's best to mitigate large attacks upstream in one of NETSCOUT's Arbor Cloud global scrubbing centers. Arbor Cloud is a separately sold service, but as part of Arbor Managed Service, Arbor support personnel will configure the Cloud Signaling feature of Arbor DDoS protection products; which will be used to redirect volumetric attack traffic to Arbor Cloud scrubbing centers for mitigation. This intelligent, fully managed combination of on-premise and in-cloud DDoS protection offers you the most comprehensive DDoS protection solution in the industry.
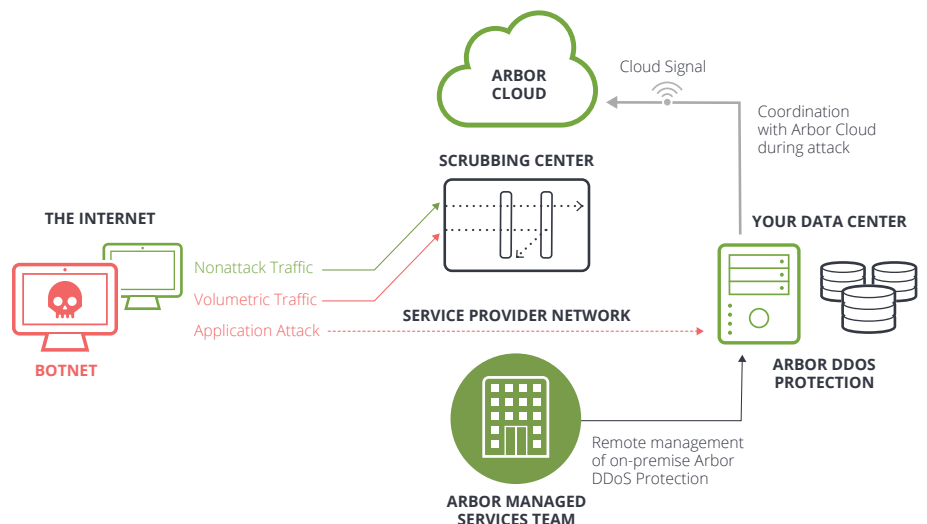

Figure 1: Arbor Managed Service.

Features of Arbor Managed Services*

Managed services for Before, During or After an Attack or Day-to-Day Operations include:

- **Design & Consulting:** Includes Traffic Analysis, Documentation, creation of customized Run Books and Program Management.
- **Set-up & Configuration:** Router / Flow definition and tuning, Traffic/Interface Classification, Alert Thresholds, Countermeasures and Mitigation Templates.
- **On-Going Configuration & Tuning:** Of Managed Objects, Detection Settings, Mitigation Templates, Interface Classification, Protection Groups and Server Types.
- **Monitoring & Incident Response:** Pertaining to System Alerts, Traffic Alerts and DDoS Alerts.
- **Visibility & Reporting:** Includes System Reports, Customized Reports and Service Reports.
- **Product Life Cycle:** Day-to-Day maintenance of Ongoing Software Upgrades, MOP / Procedures, and Roadmap / Features.

* Some services may vary according to specific Arbor product.

Customer Responsibilities Include:

- Providing information about infrastructure and services.
- Physical equipment installation and RMAs.
- Agree to operational processes and notification settings with the Arbor Managed Service team.
- Management of any virtual, container, or physical infrastructure where NETSCOUT® software is installed aside from NETSCOUT provided appliance.

Products Supported by Arbor Managed Services

- Arbor Availability Protection System (APS)
- Arbor Edge Defense (AED)
- Arbor Sightline
- Arbor Threat Mitigation System (TMS)

Integration with Arbor Cloud for multi-layered DDoS Protection

Arbor Cloud DDoS Protection for Enterprises

Multi-Tbps of Global Scrubbing Capacity

- North America, Europe, Asia, South America

Multiple In-Cloud Service Options

- **Arbor Cloud Connect:** On demand, single event attack mitigation support
- **Arbor Cloud Essentials+:** On demand, unlimited attack mitigation support
- **Arbor Cloud Always-On:** Always-On cloud protection for mission critical services

NETSCOUT®