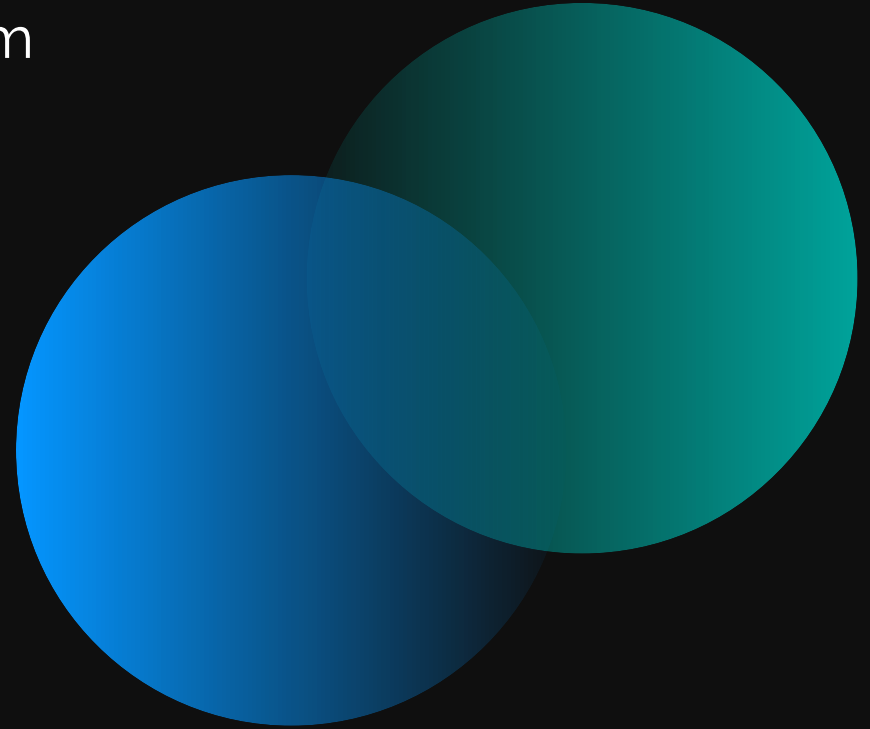


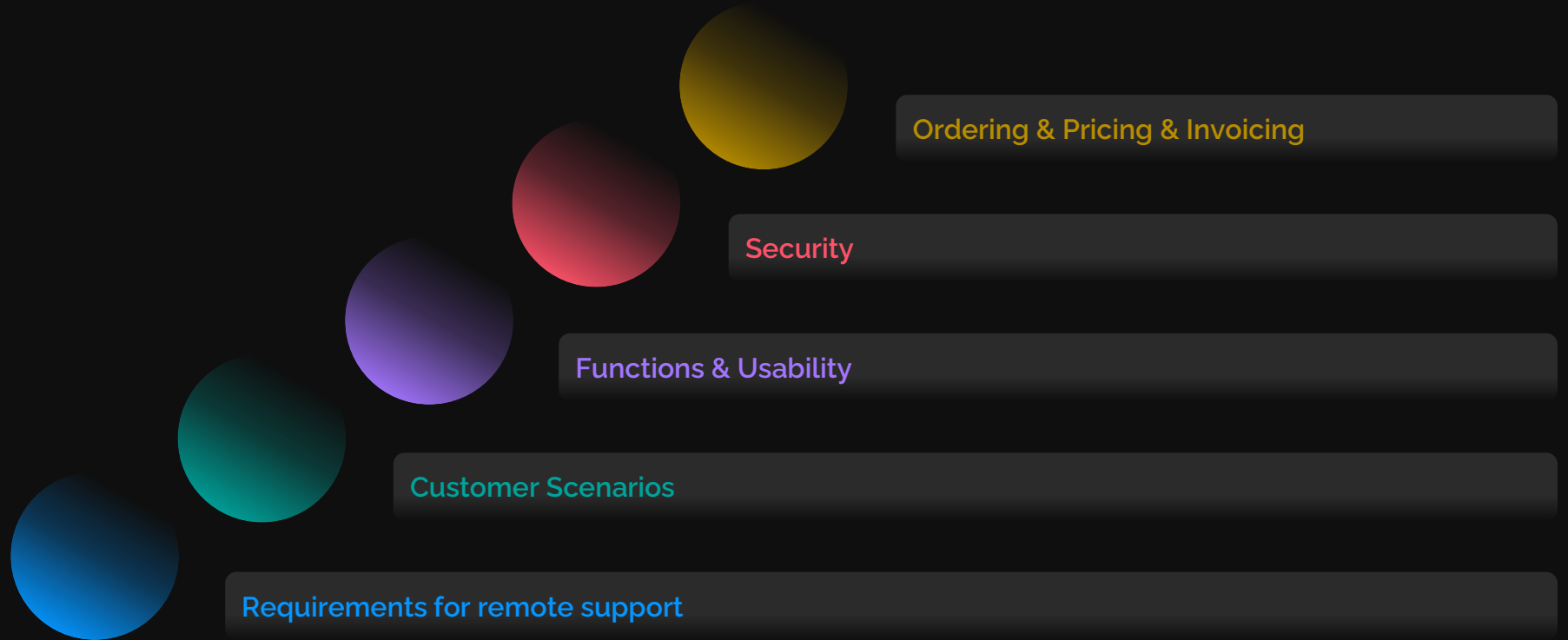
Unify Remote Service Platform

Remote Service Platform RSP v2 Overview for Partner

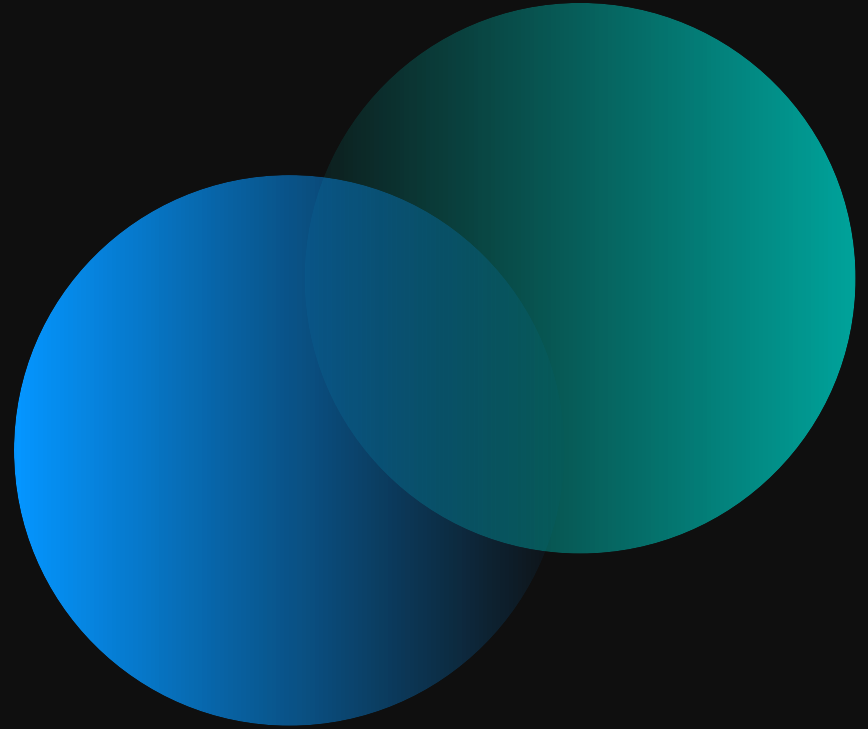


Remote Service Platform

Overview Remote Service Platform



Requirements for remote support



Remote Service Platform

Requirements for remote support

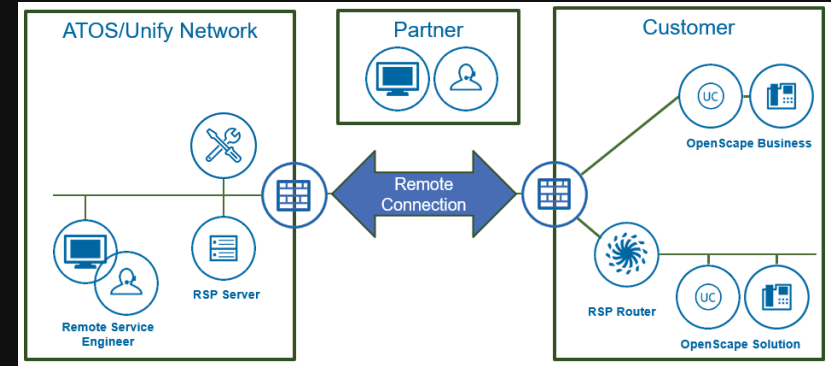
Controlled Secure Access



Faster Incident Resolution



Enhanced Value



Remote Service Platform

What offers ATOS / Unify Remote Service Platform?



Easy support

Quick fix

Immediate remote access to
systems

Available 24/7

Efficient service delivery

Dispatch order avoidance

Access to the competence of a
complete Unify expert team

Optimized service delivery by
L1/L2 support

RSP has all the benefits as a full hosted service

no investment, ready to use in days, pay as you use model

Remote Service Platform

Overview



The Remote Service Platform (RSP) offers efficient Remote Service for ATOS / Unify Service

RSP contains a infrastructure to manage your customer equipment information, handle connectivity and file exchange at high availability and high security

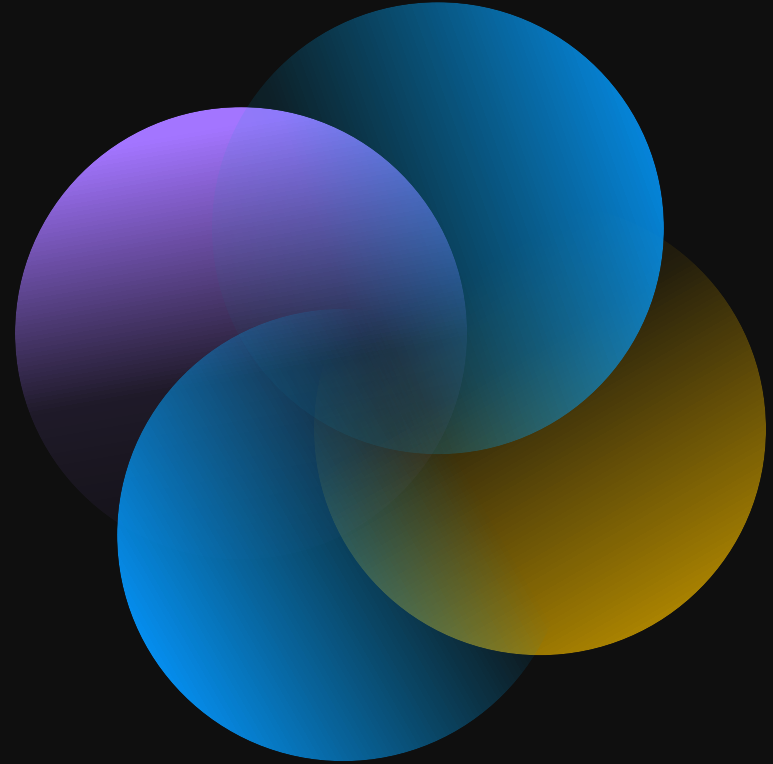
The Remote Service Platform provides two connection types:

- RSP.servicelink (preferred solution). Based on OpenVPN technology (SSL VPN). On customer site the RSP Router is placed. Remark: OpenScape Business does not need this router

- Site-to-Site VPN (IPSec option) to support established industry standard

RSP is a future proof platform and supports whole ATOS / Unify product portfolio

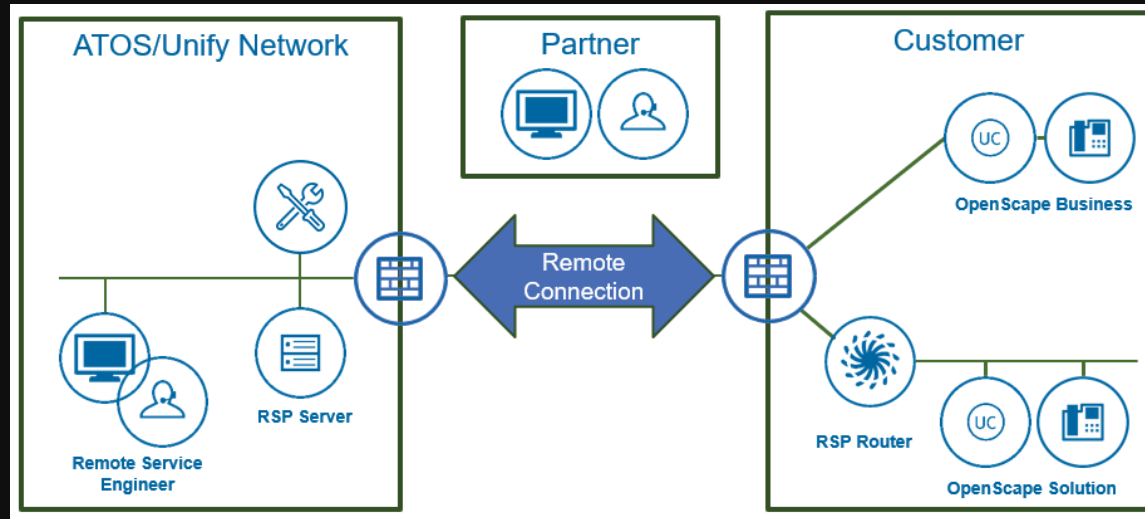
Customer Scenarios



Remote Service Platform

RSP.servicelink

Based on firewall friendly OpenVPN technology (SSL VPN). On customer site the RSP.servicelink Router is placed. Remark: Router not needed for OpenScope Business

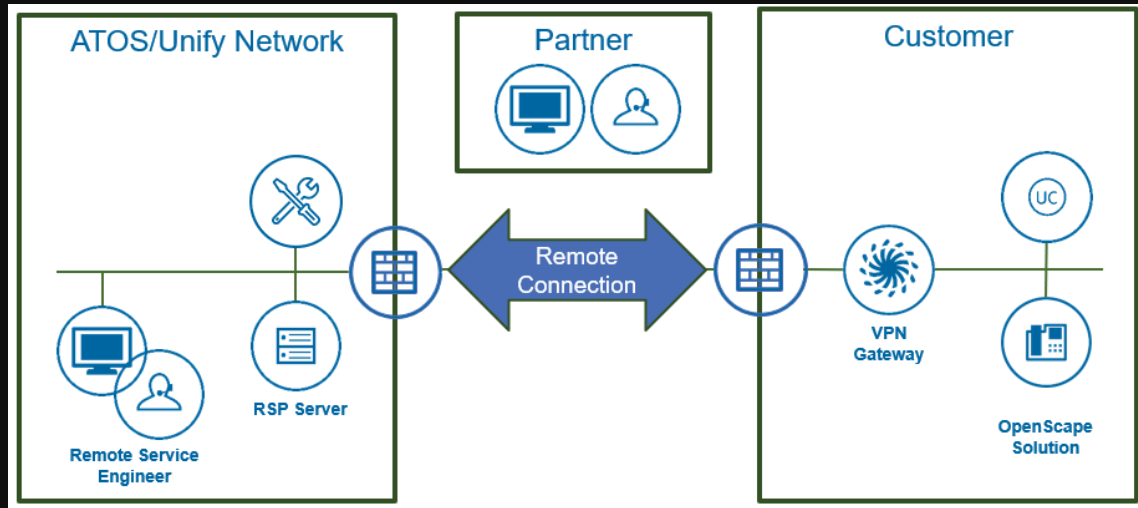


Remote Service Platform

Site-to-Site VPN

Based on established industry standard IPsec.

Demand of customer own VPN Gateway.



Remote Service Platform

Technical Prerequisites

RSP.servicelink

Allow port 443 for outgoing connection
based on standard HTTP protocol

Allow SSL tunneling in Firewall
(OpenVPN will not allow "Man in the
middle" checks)

Allow connectivity to RSP IP addresses
(max. 4)

Site-to-Site VPN

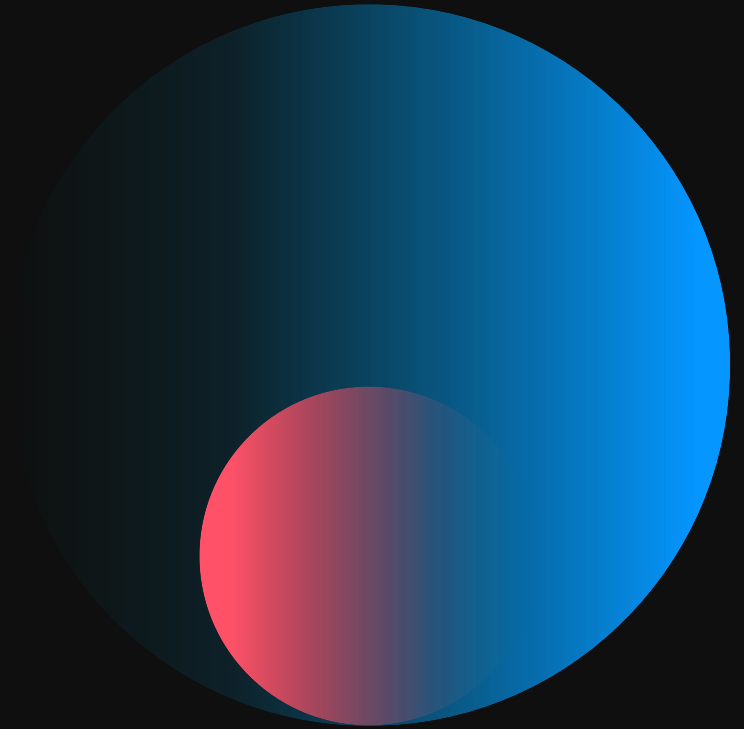
Allow access to remote hosts the whole
time

Use of IKE V2 and V1

Encryption up to AES 256, SHA 512 and
Diffie-Hellman group 24

Choose connectivity depending on customer needs

Functions & Usability

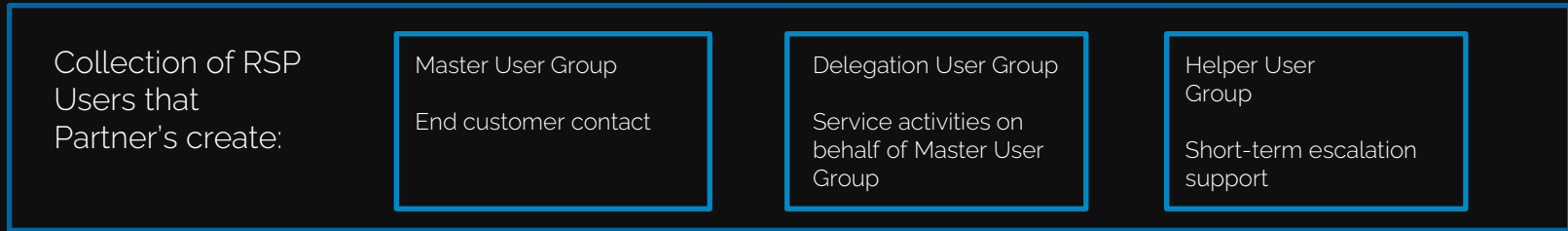


Remote Service Platform

Flexible support scenarios

The RSP has a flexible data model supporting a variety of possible partnerships.

Our RSP User Group approach means relationship management flexibility for targeted support allocation and for controlled visibility to the device.



Master User Group (MUG) -> Responsible Service Contract / Responsible for RSP data management, incl. RSP password safe

Delegation User Group (DUG) -> Working on behalf of MUG, for example as subcontractor / Escalation Support for partner, or your preferred distributor

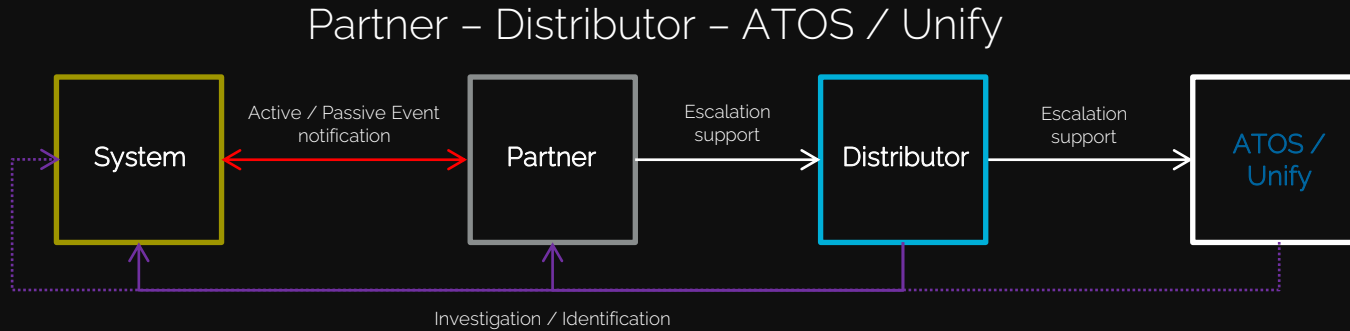
Helper User Group (HUG) -> Escalation Support for partner, for example Atos/Unify support organization

You can independently create and manage interworking with other partners which are using RSP for own purposes. This function is part of the RSP Partner Administration and can be found in the RSP Equipment Explorer.

Remote Service Platform

Standard Support Scenario

Per default the preferred distributor is defined as DUG and Atos/Unify as HUG. With these default settings, in support scenarios a quick activation is made possible by you as a partner.



It always applies that the full control of visibility and access is always with the partner. Without explicit approval from the partner, neither other partners/distributor nor Atos/Unify have access to the customer. After the problem has been resolved, the partner must manually deactivate access for the distributor and/or Atos/Unify.

Remote Service Platform

OpenScape Business Integration

The integrated RSP.plugin of OpenScape Business allows an automated interaction between the system and the Remote Service Platform.

Examples ...

- Transfer and storage of the most important system information in RSP
 - System Variant
 - Installed Software Version
 - MAC Address
 - SIEL ID
- Click und Connect using "Single Sign on"

Other functions are in preparation ...

Remote Service Platform

Six steps to connect an OpenScape Business

Open WBM OpenScape Business

Navigate to Service Center & Remote Access

Select Registration & Install

Customer Configuration opens, enter Partner ID and Password

OSBiz connects to RSP Registration Server and fetches certificates and config

Select Activation

Remote Service Platform

How to connect to RSP?

* only first time

Follow the Unify Service Partner Access (SPA) document*

Login with your RSP user credentials to
<https://info.global-remoteservice.com/> *

Download rdp files and extract to your local PC *

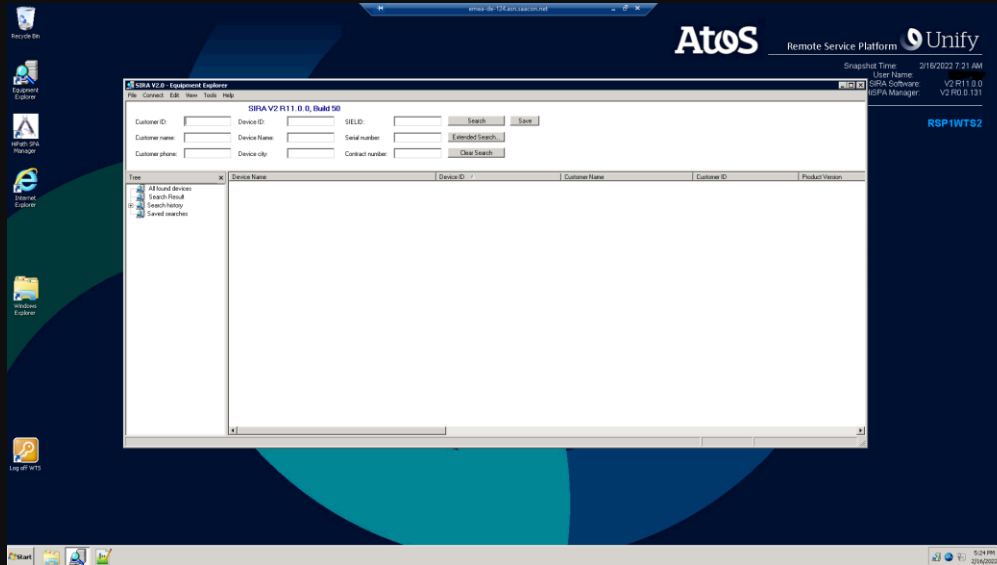
Connect to the active RSP Site (RSP 1!)

Fill in your RSP user credentials, e.g. rsp\your username

You will be connected with a server in the RSP Terminal farm and the Equipment Explorer will start

Remote Service Platform

Overview RSP GUI



After successful login the RSP WTS GUI will appear and the Equipment Explorer (EqE) will start automatically. In case of important news regarding the RSP, an information window may pop-up. Users can open several diagnostic tools with respect to File transfer, Configuration, MACs and SW Management.

Remote Service Platform

User management

User management is part of Unify Partner Portal User Administration

Initial Partner on boarding includes one RSP User (RSP Admin)

RSP role can be assigned to every Partner Portal User

RSP Admin (full rights) and RSP User (limited rights e.g. no right to create new customer at RSP)

Sync between Partner Portal and RSP every night

Security



Remote Service Platform

Security Aspects 1



Secure access provided by Remote Service Platform

Only registered user can use RSP platform

Partner has full control of customer system access

Access restriction of the service engineers depending of roles and region

Atos Unify Service can access customer systems only after active permission by the partner

Logging of all connections to customer systems or reading password information

Remote Service Platform

Security Aspects 2



To protect customers Intranet from reciprocal problems and attacks, we have secured our RSP in demilitarized zones (DMZ). Connections from the service engineer to the customer system, and vice versa, are not "put through directly." They terminate in the RSP servers using a reverse proxy function.

The Server Certificate on our RSP guarantees, that the installed RSP Router on customer site or the products with integrated RSP.servicelink plug-in (e.g. OpenScape Business) will only connect to the Unify Remote Service Platform.

Remote Service Platform

Security Aspects 3



RSP.servicelink

RSP.servicelink is based on OpenVPN. OpenVPN uses an industrial-strength security model designed to protect against both passive and active attacks. The security model is based on using SSL/TLS with client and server certificates for bidirectional authentication and key exchange.

If the SSL/TLS authentication succeeds encryption / decryption and HMAC key source material is then randomly generated.

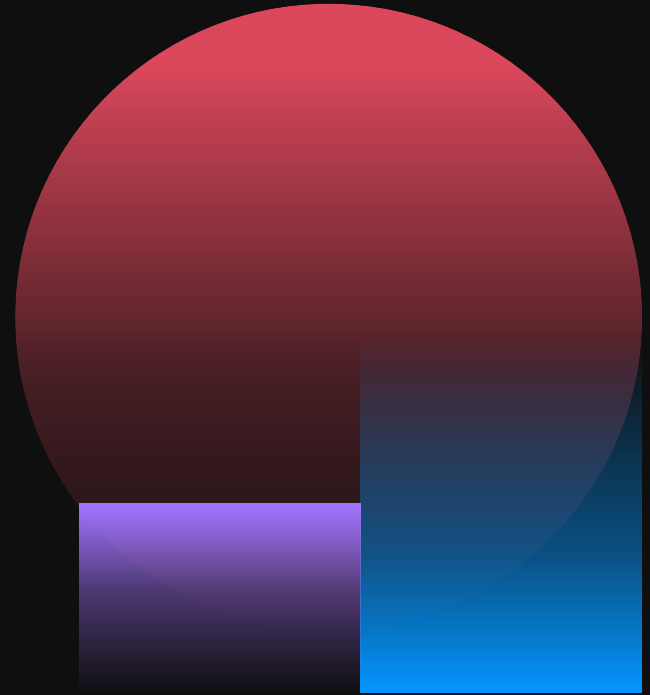
Client certificates are used on customer site to ensure that only certified customer products can connect to our central RSP server

Site-to-Site VPN

Site-to-Site VPN based on IPsec connects Unify RSP with customer network and demands customer own VPN gateway

Support of highest available encryption with up to AES256, SHA512 and DH group 24

Ordering & Pricing & Invoicing



Remote Service Platform

Ordering



Partner with access to the ATOS / Unify Partner Portal can request Remote Service Platform access by using RSP on boarding form.

Step 1

Partner fill out
on boarding form
and
accept RSP T&C

Step 2

Unify assigns the
Partner RSP
administrator to
the Entitlement
System and
notifies Partner

Step 3

Partner
administrator logs
into RSP with
access to
Administration tab

Additional RSP users can be added by Partner using the ATOS / Unify Partner Portal user management.

Remote Service Platform

Pricing



Pay as you use model, depending on RSP user and serviced systems

One time fee

- Initial on boarding GLP € 725,00 (including one RSP user lifetime)

Recurring monthly fee

- Distributor will receive summary report per Partner, incl. respective order positions per Partner
- User and systems of Partner will be charged as summary towards the Distributor

Remote Service Platform

Pricing



| Position | One time (GLP) | Monthly (GLP) |
|---|----------------|---------------|
| RSP on boarding | € 725,00 | - |
| User (up to 10) | - | € 24,33 |
| User (more than 10) | - | € 20,33 |
| Systems SME | - | € 11,00 |
| Systems LE | - | € 24,00 |
| Remote Access Router for LE Products | € 198,00 | - |

Hints:

- > OpenScope Business is covered by valid Software Support Contract
- > Systems have scaling effects
- > Discount schemes of the ATOS / Unify Partner Program apply

Remote Service Platform

Invoicing



Initial setup includes a user over the entire lifetime

RSP invoicing is based on pay as you use model

Software Support OSBiz includes the monthly system usage fee

Partner receive all details of connected systems

Distributor will receive summary per partner, incl. respective order positions

Usage data and billing information available at RSP and will be send by password protected email (password for this file is the OSBiz registration password)

The recipients of the email can be specified in the RSP Partner Admin

Thank you!

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