



Traffic analyser service definition

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redcentric

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1) Service Overview

Redcentric's IP-VPN Traffic Analyser (ITA) Service is offered as an enhancement to the Managed IP-VPN connectivity suite. Network equipment installed on the Customer site as part of the Managed IP-VPN Service is configured to output an information feed relating to the traffic it is handling. A centralised piece of software captures this information, analyses it, and presents details to the Customer predominantly for the purposes of issue resolution, and capacity planning.

2) Service Description

2.1) Introduction

Redcentric staff configure Customer Premises Equipment (CPE) to produce NETflow (or similar) output. NETflow is an information feed produced by CPE detailing a summary of the traffic it is handling. Collector software located in the Redcentric network core receives this information, processes it, and makes it available for authorised individuals to view via an Internet connection. The process of producing and transporting this information consumes processing resource on the CPE, and bandwidth on the Customer network. Consequently, this feature is ordinarily configured for short durations, on small parts of the network. It is commonly used to help identify localised performance issues.

2.2) Accessing the Dashboard

Extensive detail of the traffic the NETflow-enabled CPE is handling is presented on the ITA Service dashboard. As part of the service set-up, Customers are provided username & password details and also the web address of the dashboard. The dashboard is accessed by Customers via a standard Internet connection.

2.3) Training

Redcentric will provide a user manual for the software, and tutorials are available on-line.

2.4) Traffic Flow Analysis Software

The ITA Service is based on the Professional edition of ManageEngine's Flow Analyser. Details of the software can be found at the following location: <http://www.manageengine.com/products/netflow/>

2.5) Process for creating and Terminating Flow Feed on CPE

Requests to have flow feeds set up or terminated on CPE are made by raising a support ticket with the Redcentric service management desk. These requests will be classified and undertaken according to the priority detailed in the Customer Service Plan (CSP). When a Customer raises a ticket as a result of a service affecting issue, the work is done rapidly as part of the fault investigation. Non service-affecting requests are classified as 'changes', and the Service Level for such changes is 2 working days. Please refer to Redcentric's CSP for details including fair use limits on change requests.

2.6) Sample Rate Options

Analysis of network activity is generally undertaken by examining a sample of packets traversing the CPE. Processing, and sending a summary of every packet would have serious impact on the CPE, the available network bandwidth, and the storage and processing resource on the analyser platform. Redcentric offers two sample rates for flow analysis, 20:1 and 50:1 and no other sample rates are available.

2.7) Data Retention Policy

The Traffic Analyser Service is intended to help Customers identify and resolve local performance issues, and it is occasionally used for information gathering as part of capacity planning exercises. Data does not need to be retained for prolonged periods to achieve these objectives, and consequently data received by the analyser platform is stored for one week and is then discarded. No option exists to retain or analyse data older than one week.

2.8) Customer Dependencies

The Customer is responsible for all other items including:

- Requesting set-up and cancellation of CPE flow output
- Familiarisation with analyser software using on-line tutorials
- Interpreting the information presented on the analyser software
- Understanding Impact on bandwidth, CPE performance etc of enabling flow output on CPE

2.9) Exclusions

The Service is offered as an enhancement to Redcentric's Managed IP-VPN service and is not available on private or 3rd party networks.

Redcentric deploys various CPE models depending on circuit type, required throughput etc. Not all models are capable of providing the information feed. Redcentric offers upgrade options if the CPE originally installed is not capable of supporting the service but charges for CPE upgrades are not included in ITA Service charges.

The ITA Service does not offer all functionality of the underlying ManageEngine software. Please discuss specific requirements with a Redcentric consultant before ordering the service.

3) Implementation and Acceptance

3.1) Acceptance Criteria

The following acceptance criteria will be demonstrated during the service delivery process and the Customer's signed approval will signify that the service as described in this service definition is ready for use:

- Confirm Redcentric Support contact details have been supplied
- Confirm logon credentials have been supplied for the analyser portal
- Customer can log-on to the analyser portal
- Customer to raise ticket to have analysis output configured on at least one network CPE
- Customer to use the portal to access traffic analysis information

4) Service Levels and Service Credits

4.1) Service Levels

The Service Level applicable to the ITA Service is as follows:

Service Level: Availability
Measurement Period: Month

Service Level	Not less than 99.9%
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4.2) Floor Service Level

The Floor Service Level applicable to the ITA Service in respect of Availability shall be 85% in any given Month.

4.3) Service Credits

The Service Credits applicable to the ITA Service shall be calculated as follows:

In the following table:

“≥” means “greater than or equal to”

< means “less than”

“MS” means the total Charges payable in respect of the ITA Service for the same Month

Service Availability	Service Credit
≥99.9%	none
≥95.0% but <99.9%	5% of MS
≥90.0% but <95.0%	15% of MS
<95.0%	20% of MS

5) Data Processing

5.1) Data Processing Scope

- The IP-VPN Traffic Analyser Service provides the Customer visibility of the types of traffic traversing the network.
- The IP-VPN Traffic Analyser Service does not involve any storage or backing up of data.

5.2) Data Storage and Encryption

- Redcentric does not capture, inspect, analyse, store or share the customer's data beyond identifying certain basic characteristics: eg. Type of traffic – email vs voice, its source and destination etc.

5.3) Data Processing Decisions

- Redcentric does not make any data processing decisions in relation to the IP-VPN Traffic Analyser Service.
- Redcentric Support can be asked by the Customer to intervene in the event of an issue with the IP-VPN Traffic Analyser Service. In such a case Redcentric may make decisions that affect data processing, but such actions will only be undertaken at the request of and in conjunction with the Customer.

5.4) Sub-Processors

- No other parties are involved in delivering the IP-VPN Traffic Analyser Service, and there are no sub-processors appointed by Redcentric.

5.5) Customer Access to Data

- The Customer controls its own platforms which use IP-VPN Traffic Analyser Service, and the Customer therefore has full access to its own data.
- Redcentric's IP-VPN Traffic Analyser service is designed to provide a Customer with insight as to the various types of traffic flowing throughout their IP-VPN; e.g. identify the mix of Email, web and voice etc. Customer premises equipment (CPE) is configured to send a summary of sampled IP packets to software which collects, analyses and displays this information. Specific contents of the IP packets are not analysed; i.e. the system identifies the levels of email traffic between locations but it does not inspect or identify the contents of the emails. Both the Customer and Redcentric staff have access to this information which can be used for reporting and capacity-planning, for example. Redcentric does not further inspect, analyse or share this fully anonymised information.

5.6) Security Arrangements and Options

- The IP-VPN Traffic Analyser Service is hosted at both Redcentric and third party locations. All locations meet physical security standard ISO27002 section 11.1 or equivalent.

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