



Versa Networks Hosted and Managed Head-End

Control, Management and Analytics as-a-Service

Versa Networks Secure Cloud IP platform can be managed and delivered on-premises or from the cloud as a hosted and managed offer from Versa Networks. Versa's Secure SD-WAN solution requires a "head-end" for centralized control, management and visibility of all Versa Networks WAN edge software. A head-end consists of the following software solution components: Versa Director (single pane of management for control, provisioning and monitoring), Versa Analytics (big-data analytics solution for enhanced visibility of networking and security) and Versa Controller (SD-WAN controller). These three components are necessary to deliver a comprehensive solution to automate and software-define the WAN edge across the enterprise WAN estate.

The Versa Networks Head-end can be deployed and managed in a variety of ways for customers:

- **DIY On-premises:** The head-end consumed as an on-premises solution is defined as all components (Versa Director, Versa Analytics and Versa Controller) residing in the enterprise business IT infrastructure (data center or cloud (public or private)) and is managed by the enterprise. This is a preferred solution approach for many of world's largest enterprises (Fortune 500, Forbes Global 2000 companies) as it offers the most comprehensive control and flexibility to meet stringent regulatory and compliance requirements. Contact a Versa Networks partner or reseller for additional information regarding pricing, scalability and packaging.
- **Managed Service:** The head-end is provided and deployed as part of a managed service through a Versa Networks partner. The head-end components (Versa Director, Versa

Analytics and Versa Controller) can be deployed in the managed service provider infrastructure or within the enterprise business IT infrastructure. This is a preferred solution approach for many small-to-medium business and large enterprises who prefer to outsource their SD-WAN management and control to a manager service provider of their choice. This option can provide co-management based on the service agreement with the provider. Contact a Versa Networks managed service partner or provider for additional information regarding pricing, availability and packaging.

- **Versa Hosted:** The head-end consumed as a Versa hosted solution is defined as all components (Versa Director, Versa Analytics and Versa Controller) deployed as-a-Service from Versa Networks. The components of the head-end are deployed in Versa Networks data centers and cloud-infrastructure; by an experienced Network Operations Center team for real-time monitoring, management and maintenance of the head-end infrastructure elements. The Versa hosted head-end as-a-service is available in both shared and dedicated environments. Versa operates multiple data-centers and multiple NOCs globally to provide carrier-grade reliability and redundancy to all hosted head-ends for our enterprise customers ensuring 24x7x365 lights-on management and monitoring.
 - Shared and Dedicated hosted head-ends receive the following standard services from Versa Networks:
 - Head-end deployment (installation, configuration)
 - Proactive head-end infrastructure management, monitoring and maintenance

"Management, monitoring and maintenance" is defined as Versa Networks providing the following head-end infrastructure services hosted by Versa Networks:

- **Software upgrades** for head-end software components (Director, Analytics, Controller)
- **Memory, CPU, storage maintenance** of head-end software and related server components
- **Fault and incident monitoring** for head-end software only.
- **Infrastructure monitoring** of software components (Director, Analytics, Controller) for uptime availability and accessibility.

TABLE 1: OPTIONS AND WAN EDGE SIZING COMPARISON

Service Type	Subscription Terms	Recommended Capacity
Shared	Fixed cost for first 60 nodes. Each additional node after 60 is additional cost/year. Multi-year options available	5 - 500 nodes
Dedicated	Fixed cost per year. Multi-year options available	50 - 2500 nodes

* Note: A "node" is defined as Versa FlexVNF SW deployed (bare metal or virtual)

TABLE 2: DESCRIPTION OF HOSTING SUPPORT SERVICE

Hosting Support of Head-end Components

Hosting Support of Head-end Components
Head-end deployment (installation, configuration)
Proactive infrastructure management, monitoring and maintenance
Software upgrades for head-end software components (Director, Analytics, Controller)
Memory, CPU and storage maintenance of head-end software and related server components
Fault and incident monitoring for head-end software only
Infrastructure monitoring of software components (Director, Analytics, Controller) for uptime availability and accessibility
Planning and Design of head-end infrastructure (Dedicated only)
Initial deployment of Versa head-end applications to create the customer specific headend in the designated hardware or cloud infrastructure. (Dedicated only)
Creation of the customer tenant and admin accounts. (Shared)
Monitoring – 24x7 – of the Alarms related to Versa Head-end.
Monitoring – 24x7 – of the health of Versa head-end applications
Fault / Incident management using standard Versa technical support services and processes – applicable only for Versa head-end elements.
Software upgrade and updates of the Versa head-end software elements.
Head-end server hardware OS and security patch upgrades and updates

FREQUENTLY ASKED QUESTIONS

Q. Why would I want to have Versa host and manage the head-end?

A. Many customers find that having Versa host the head-end simplifies the deployment tremendously and removes a potential burden of skills and infrastructure operations. Many customers view this as very similar to how you are transitioning to SaaS based applications and services to

reduce on-premises infrastructure footprint and cost. More and more applications and services infrastructure is deployed in the cloud with the actual maintenance and monitoring of that infrastructure provided by the technology vendor. This serves to alleviate your IT staff from having to manage the deployment, procurement and ongoing maintenance of infrastructure and move to an as-a-Service model.

Q. For the shared head-end, will other tenants be able to see/ modify my network.

A. No. There is complete segmentation between each tenant on the shared head-end. Our service provider customers have been using Versa multi-tenant head-ends for the past 4 years, we are merely using our native multi-tenancy to offer a hosted Versa head-end for our interested enterprise customers.

Q. How long does it take for Versa Networks to stand-up my head-end?

A. This will be contingent on scope of the underlying SD-WAN network design and scale. Typical deployment times to stand-up a head-end can be addressed within 5 business days.

Q. Does the monitoring and maintenance also extend to my branch nodes?

A. No. This is a difference managed service engagement. The Managed and Hosted Versa Head-end is for head-end software only (Director, Analytics and Controller). Any CPE (branch) or FlexVNF software configuration, license and service management is not a default part of the hosted head-end service.

Q. Does the Versa head-end also provide Cloud-Gateway services?

A. No. This service is specific to head-end software infrastructure maintenance and does not have dynamic steering policies for traffic management within scope.

Q. Can I migrate to an on-premises based head-end at the end of my term engagement with Versa?

A. Yes. Versa Networks will work with you on your strategy to migrate from a Versa hosted service to being deployed on-premises in your infrastructure.

Q. How much Analytics history do I get this with this service offering?

A. Versa Analytics is customizable with respects to how much historical data is captured and retained within the big-data database. The hosted head-end service is only for infrastructure maintenance of the head-end control and management software nodes. Depending on your WAN IT services engagement (do-it-yourself or managed through a SP), Analytic data is accessed directly by your team utilizing your direct login to your specific instance of Versa Director and Analytics.

Q. Does the cost of a hosted head-end differ based on the Versa FlexVNF licenses that I have purchased?

A. No. The cost of a Versa hosted head-end does not differentiate on branch WAN edge license type or bandwidth capacity, it varies based on quantity of nodes (branch nodes - whether physical or virtual instances of Versa FlexVNF)

Q. Is Versa offering 'network management' as a service.

A. No. Versa is only offering a hosted head-end and head-end management as service. This service offering does not include template creation, network management, branch node provisioning.

Q. Where is this hosted?

A. We host this infrastructure in co-location data centers in:

- North America
- Bangalore, India
- Mumbai, India

Q. Can Versa manage my head-end in AWS or Azure?

A. Yes, please contact your Versa sales representative for specific details on how to procure this as an option.

Q. How does the Versa NOC provide notifications for any maintenance, upgrades or outages?

A. The Versa NOC sends out email-based notifications to affected or concerned clients about any maintenance, upgrades and outages.