



# Global Support Services



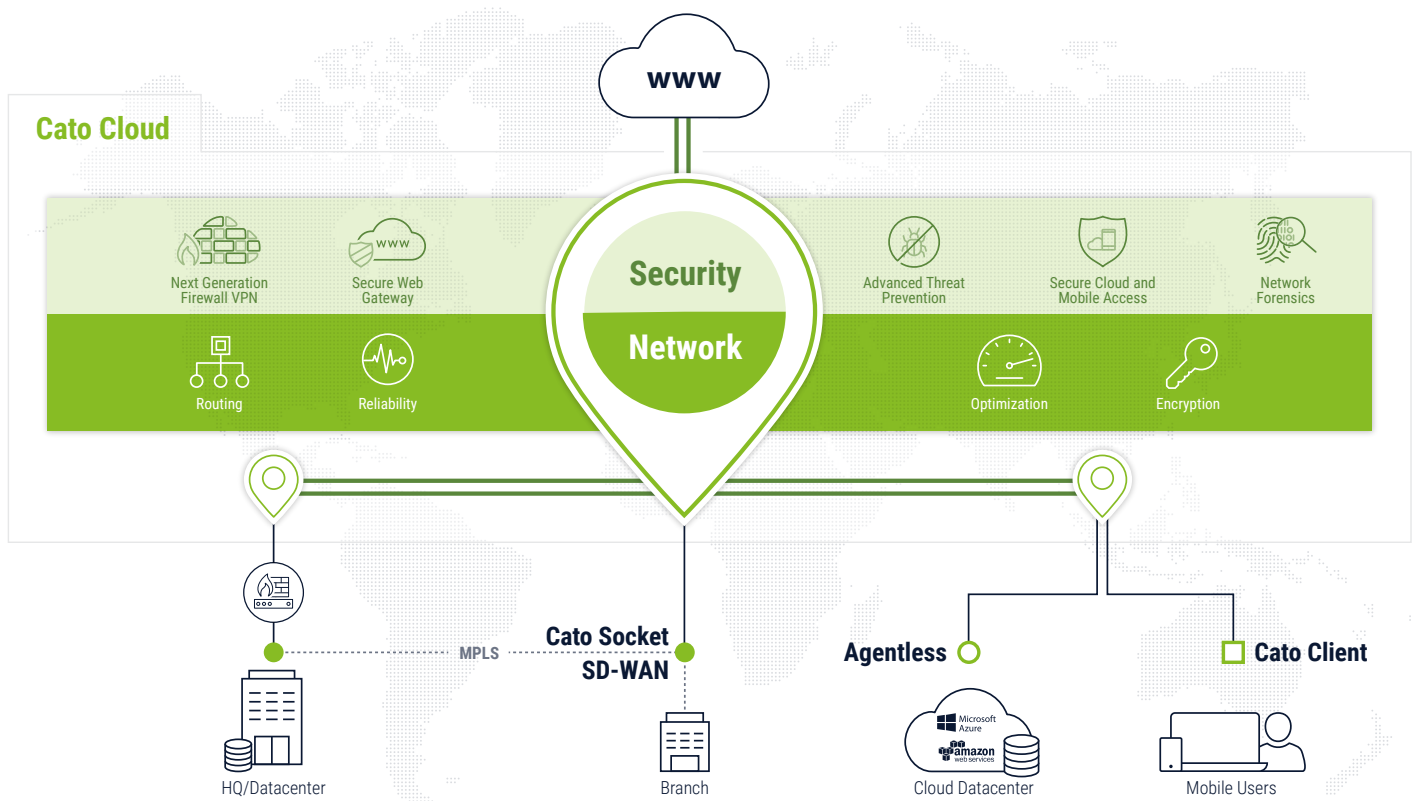
# Overview

Cato Networks operates a global cloud service, Cato Cloud, delivering converged networking and security services to enterprises of all sizes. Cato prides itself in our expert and customer-focused support organization. As more customers buy into our vision and adopt our platform, Cato is committed to ensure the customer experience with our service and our team is truly great – even when things go wrong. Simply put, we partner with you all the way and will make all efforts to minimize and mitigate any service disruptions if and when they occur.

## Support Services

Cato Support is responsible for the management, monitoring, and control of the Cato Cloud, comprised of the following pillars:

- **Cloud Network:** a global network of over 40 PoPs interconnected with multiple Tier-1 carriers. The cloud network uses a highly redundant architecture, and built-in automated failover, so a PoP and at least one carrier are nearly always available to serve customer locations and end-users. The support team is next in line to troubleshoot extreme conditions in which automated response is not sufficient, and to restore the service to fully optimized state.
- **Cato Edge:** Cato provides multiple options to connect to the cloud network. Cato Sockets are used to connect physical locations, such as datacenters and branches. IPSEC tunnels connect IPSEC-enabled devices, such as firewalls and cloud gateways, to Cato. Finally, Cato Clients connect laptops and mobile devices to the nearest available PoP. The support team ensures these edge solutions are functional, and help customers determine if connectivity issues are due to a Cato edge, or last mile ISP, issue.



## Co-managed Support Model

Cato offers a co-managed support model to Cato Cloud. This model is ideal to maintain agility through self-service and offload as much “grunt work” from the customer as possible.

**The customer**, or a partner managing their network, configures customer-specific networking and security policy and can troubleshoot problems related to the business. Cato can help the customer to set baseline policy if needed.

**Cato support and engineering** teams are charged with the complete life cycle management of the Cato Cloud, including the cloud network and the Cato edge solutions. Cato ensures the service is always up to date, enhanced with new features, has the appropriate redundancy and capacity, and delivers the expected uptime and performance everywhere the customer operates.

## “Follow the Sun” Global Support

Cato Support provides 24x7x365 service through five support locations around the world (Tel Aviv, London, San Jose, Atlanta, and Singapore). Customers can reach Cato via email or phone, anytime. Cato uses Zendesk ticketing system, fully integrated with Cato’s CRM (Salesforce) and the Cato Management Application (CC2). Customers have access to CC2 and the support portal for self-service network management, the knowledge base, as well as creating, managing, tracing, and escalating support tickets. The global coverage, and support management systems, ensures our support is optimized and available for all customer locations in their time zones.

## Continuous Network Monitoring

Cato Support constantly monitors the network and proactively reaches out to customers when a problem is detected. Customers can use Cato’s real-time performance monitoring available through CC2 and includes utilization, performance, uptime, user activity, etc. The real time status of Cato’s core network, along with any planned maintenance events, are always available at <https://status.catonetworks.com>.

The screenshot displays the Cato Networks status dashboard. At the top right, the time is set to (GMT+02:00) Kyiv. The main section is titled "SERVICES" and shows three metrics: 41 UP (in a green circle), 0 ISSUE, and 0 DOWN. To the right, a "SERVICES STATUS" section shows a grid of green dots for various regions: MANAGEMENT, NORTH AMERICA, EUROPE, APAC, LATIN AMERICA, AFRICA, and MIDDLE EAST. Below this is a "PLANNED MAINTENANCE" section featuring a notification for "CATO NETWORKS SCHEDULED MAINTENANCE NOTIFICATION" from 15 Aug 2018 8:00am EEST to 15 Aug 2018 10:00am EEST. The notification text reads: "Dear customer, As part of our commitment to provide the best possible infrastructure for your business, we're notifying you of scheduled network maintenance that may affect your service. This maintenance does not require you to take any...". Affected services are listed as Chicago, IL; Dallas, TX; Miami, FL; Ashburn, VA; and Seattle, WA.

## Network Uptime Assurance

Cato offers an 99.999% availability SLA on the cloud network. Cato can deliver this SLA, as stated in our Master Service Agreement (MSA), because we use multiple carriers, to deliver customer traffic, each providing SLA on its own service. Cato Cloud automatically adjusts traffic flows, per packet, to use the most performant carrier. It is this level of redundancy and intelligence that ensures there is always an available carrier with sufficient capacity to service our customers.

Last mile SLAs are not provided by Cato, and should be addressed, as needed, with the Internet Service Providers (ISPs). However, Cato Cloud provides multiple capabilities to improve availability and resiliency of last mile connections:

- **Cato Socket High Availability (HA)** enables two Cato sockets to be configured in HA mode to ensure uptime in the case of a Cato Socket failure. Customers can choose to keep a cold spare on site, if availability requirement permits, and simply swap faulty Cato Sockets as needed. Cato Support will arrange a shipment of replacement Cato Socket if no standby is available.
- **Active/Active dual ISP support** to maximize available bandwidth and uptime and optional 4G/LTE backup to overcome infrastructure damage on location.
- **Packet loss mitigation and Traffic Shaping (QoS)** to overcome last mile congestion and ensure business sensitive traffic always takes precedence and uses the best available link at any given time.

The customer can plan to activate some or all of these capabilities to maximize up time before production rollout. Such design will ensure services are up and running while Cato Support investigates any underlying service issues.

## Professional Services

Add-on online and onsite Professional Services are available from Cato or our global partners. Usually, onsite support is not needed as long as a customer's staff member can plug in the Cato Socket into a switch port and receive a DHCP address. Remote configuration through CC2 will complete the deployment. Professional Services can also be used for online or onsite training.

For more information about our support capabilities, please contact your Cato account manager or Cato partner.

## About Cato

Cato Networks provides organizations with a cloud-based and secure global SD-WAN. Cato delivers an integrated networking and security platform that securely connects all enterprise locations, people, and data. Cato Cloud cuts MPLS costs, improves performance between global locations and to cloud applications, eliminates branch appliances, provides secure Internet access everywhere, and seamlessly integrates mobile users and cloud datacenters into the WAN.

Based in Tel Aviv, Israel, Cato Networks was founded in 2015 by cybersecurity luminary Shlomo Kramer, co-founder of Check Point Software Technologies and Imperva, and Gur Shatz, co-founder of Incapsula.

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