

Unparalleled security...
... unrivalled support



Tofino™ Industrial Security Solution



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Industrial network protection with 24/7 support





TOFINO™

INDUSTRIAL SECURITY SOLUTION

Protecting networks. Supporting you.

The new Tofino™ Industrial Security Solution from MTL and Byres Security Inc. is a unique solution that addresses the important issue of protecting Industrial Networks from modern cyber-security attacks.

Over the past decade, critical control systems have increasingly adopted information technologies such as Windows®, Ethernet™, TCP/IP and web services. Unfortunately this means that PLC, DCS and SCADA systems are also exposed to attacks from viruses, hackers and even terrorist threats from around the world.

Even with industry's best efforts to separate control systems from the outside world, 100% isolation is no longer possible. Traditional firewalls are too complex for most control professionals to configure correctly and this problem is compounded by the location of the control devices themselves. While many industrial controllers are installed in industrial plants, others are installed in remote locations maintained by staff with little or no understanding of security technology. Consequently a robust yet convenient means of remote management and administration based around a centralized management system is critical.



Service and support... more than just a product

MTL and Byres Security Inc. offer more than just products. The Tofino™ Industrial Security Solution is the ideal system to help companies address compliance with evolving security standards. Once your system is up and running, the need for diligence does not stop nor does your support from MTL.

Customer service is the primary function of the support packages offered by MTL-Byres Security Inc. providing our customers with best practice services and a level of knowledge and professionalism that exceeds their expectations.

With our subscription based support packages including email support via our **global tracking system**, offering rapid, effective solutions, **24/7 telephone support** and access to a **web knowledge base** for registered users, you can be assured that you will always have the most current release of all software and security signatures on your system and the expertise of MTL-Byres Security Inc. technical support to call upon, should an issue arise.

KEY BENEFITS

- 24/7 global telephone support
- Email support via a global tracking system
- Technical support services
- Web knowledge base
- Troubleshooting
- Software and security upgrades
- Warranty and returns
- Tofino™ community forums
- Tofino™ e-portals



MTL & BYRES SECURITY INC. GLOBAL SUPPORT

IS A TEAM OF HIGHLY EDUCATED ENGINEERS
THAT LOVE TO SOLVE PROBLEMS

YOU CAN BE SECURE IN THE KNOWLEDGE
THAT WE HAVE THE SUPPORT PACKAGE FOR YOU

MTL offers two levels of product support services to our Tofino™ customers:

STANDARD SUPPORT

All Tofino™ customers benefit from our standard support service offering one year warranty for hardware and ninety days for software. This provides key, basic product maintenance and support from our expert team of technical engineers, with 'pay as you go' optional features helping to ensure that your installed base of Tofino™ Security Appliances are running at peak performance, making the most out of your investment.

PREMIUM SUBSCRIPTION SUPPORT

Subscribers to our Premium Support service receive access to one of the most advanced and comprehensive technical support packages available in the industry. This gives our customers anytime access to MTL-Byres Security Inc. support engineers and an extensive range of technical online based resources at the click of a button, enabling us to transform customer requirements into tangible results. The Premium package is available on a one or three year renewable subscription basis, priced according to the size of the installed base. This formalised structure of support is designed to optimise your investment in the Tofino™ Security System and includes the following portfolio of support programs:

| | |
|---|---|
| Telephone Support | 24/7 access to both local and corporate support professionals, offering a comprehensive level of technical expertise. |
| Email Support via a global tracking system | A dedicated email service: tofinosupport@mtl-inst.com offering rapid, effective issue resolution. |
| Web Support | Access to a Web Knowledge Base that enables registered users online access to a repository of technical data including a topical database of operation, problem solving and troubleshooting of Tofino™ systems. |
| Software Upgrades | An active maintenance contract providing upgrades to the latest versions of the Central Management Platform (CMP) and any purchased Loadable Security Module (LSM) software. |
| Security Signatures | Continuously updated database of control products for automated rule generation. New FW Special Rules for Published Control System Vulnerabilities. Intrusion and Malformed Packet signatures for a world of constantly evolving threats. |
| Software Revisions | Providing the latest software for minor revisions. |
| Hardware Replacement (Tofino™ SA) | Free of charge out of warranty replacement for Premium Support members. |

TWO LEVELS OF SUPPORT, ONE AIM...
 ...COMPLETE CUSTOMER SATISFACTION

FEATURES AT A GLANCE

| Support Feature | Support Description | STANDARD (PAY AS YOU GO) | PREMIUM (SUBSCRIPTION) |
|---|---|-----------------------------|---------------------------|
| Telephone Support | Standard office hours support | • (Chargeable) | • |
| | Free of charge 24 hour support | | • |
| Software Revisions | Free of charge minor software revisions | • | • |
| Software Upgrades | Latest versions of CMP and any purchased LSM Software | | • |
| Security Signatures | Continuously updated database of control products for automated rule generation. New FW Special Rules for Published Control System Vulnerabilities. Intrusion and Malformed Packet signatures for a world of constantly evolving threats. | | • |
| Email Support via a global tracking system | Email: tofinosupport@mtl-inst.com | | • |
| Web Support | Access for registered users | | • |
| Hardware Replacement (Tofino™ SA) | Free of charge out of warranty replacement | | • |

Whether you choose the standard or premium support service you can be assured that MTL-Byres Security Inc. have the depth of experience and the in-house expertise to handle all of your technical support requirements, with a professional, customer-first approach to service.

www.tofinosecurity.com



TOFINO™ SUPPORT SERVICES

THE PROACTIVE APPROACH TO NETWORK SECURITY

With the ever increasing complexity of industrial network systems, an integrated, high quality support solution can maintain operational efficiency, minimise exposure to risk and avoid increased operating costs 24/7, 365 days a year.

MTL-Byres Security Inc.'s proactive support solutions are designed to enable our customers to have immediate access to highly trained experts providing 24 hour remote support and 'tele-consulting' on potential problems before they become costly issues. As an extension to the already comprehensive range of features provided as part of the standard and premium support packages, there are a number of optional extra services that further enhance the level of support offered to our Tofino™ customers:

OPTIONAL FEATURES

| Optional Support Feature | Support Description | STANDARD (PAY AS YOU GO) | PREMIUM (SUBSCRIPTION) |
|--------------------------------------|---|-----------------------------|---------------------------------|
| Annual Network Security Audit | A review of network traffic patterns, identification of security vulnerabilities, overall network health check and comprehensive final report with security recommendations | (Chargeable) | (Chargeable at discounted rate) |
| Network Incident Evaluation | Security breach diagnostics, recommended solutions with final comprehensive report | (Chargeable) | (Chargeable at discounted rate) |
| Service Level Agreement (SLA) | Periodic network audits. Agreed target response times, agreed regional coverage with a dedicated support manager | (Chargeable) | (Chargeable at discounted rate) |

MINIMISING DISRUPTION TO YOUR BUSINESS... ...WITH OUR CLEAR PATH TO A RESOLUTION



MTL has in place a fully documented procedure which all customer service requests follow, ensuring all issues have a clear path to a satisfactory resolution. This means your issues are dealt with quickly, minimising any disruption to your business.

ESCALATION PROCESS

Each support case is given a unique reference number and the case is then carefully tracked to ensure an expedient resolution. In the unlikely event that a satisfactory response to a support request cannot be found within a reasonable timescale, priority escalation may become necessary. The support request will then be delegated specifically to the appropriate support or product manager.

TOFINO™

WITH MTL & BYRES SECURITY INC...
... YOU'RE IN SAFE HANDS

SUMMARY

You understand the importance of industrial network security and its potential impact on the continuity of your business operations. You have invested wisely in the Tofino™ Industrial Security Solution to mitigate those risks and provide safety, security and reliability for your valuable process network assets.

Managing the risks is a dynamic process with the vulnerabilities a constantly moving target. MTL and Byres Security Inc. have the "in depth" knowledge and expertise of both process network environments and process security to provide you with the ongoing support and solutions to comprehensively manage and mitigate against these ever changing security risks. We understand that the service and support elements of a reliable security solution are as important as the solution itself. Our extensive suite of support options are designed to futureproof your network security strategy and offer you more value added security, customised to your requirements.

We understand your need for a quick and decisive response and action when problems and uncertainty arise on your process networks. Our global 24/7 support structure is designed to deliver cost effective, extensive and flexible advice from highly qualified employees with a clearly defined escalation procedure. When a problem arises its always good to talk so you can be assured that whatever the time zone a helpful well informed person is on hand to listen, offer advice and recommend the appropriate actions.

MTL & Byres Security Inc... protecting networks, supporting you.

To find out more about the Tofino™ Industrial Security Solution or our range of support services...

visit our website at:
www.tofinosecurity.com

or email:
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