David McGillivray

Senior Lead Managed Services
Comstor, NA

Comstor
Delivering Results Together
powered by WestconGroup

JetStream Security Operations Center

(SOC)

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Delivering Results Together
powered by WestconGroup

~120 days to Market for a Fraction of the Cost

BUILD

High Investment & Time to Market

STAFF, BUILD & MAINTAIN

BUY & BUILD
SDCs NOCs, Tools, Licenses, Updates, Extensive Infrastructure, Building Space Hybrid Cloud / On Prem, Engineer Resources, Cisco Hybrid IT Qualified?
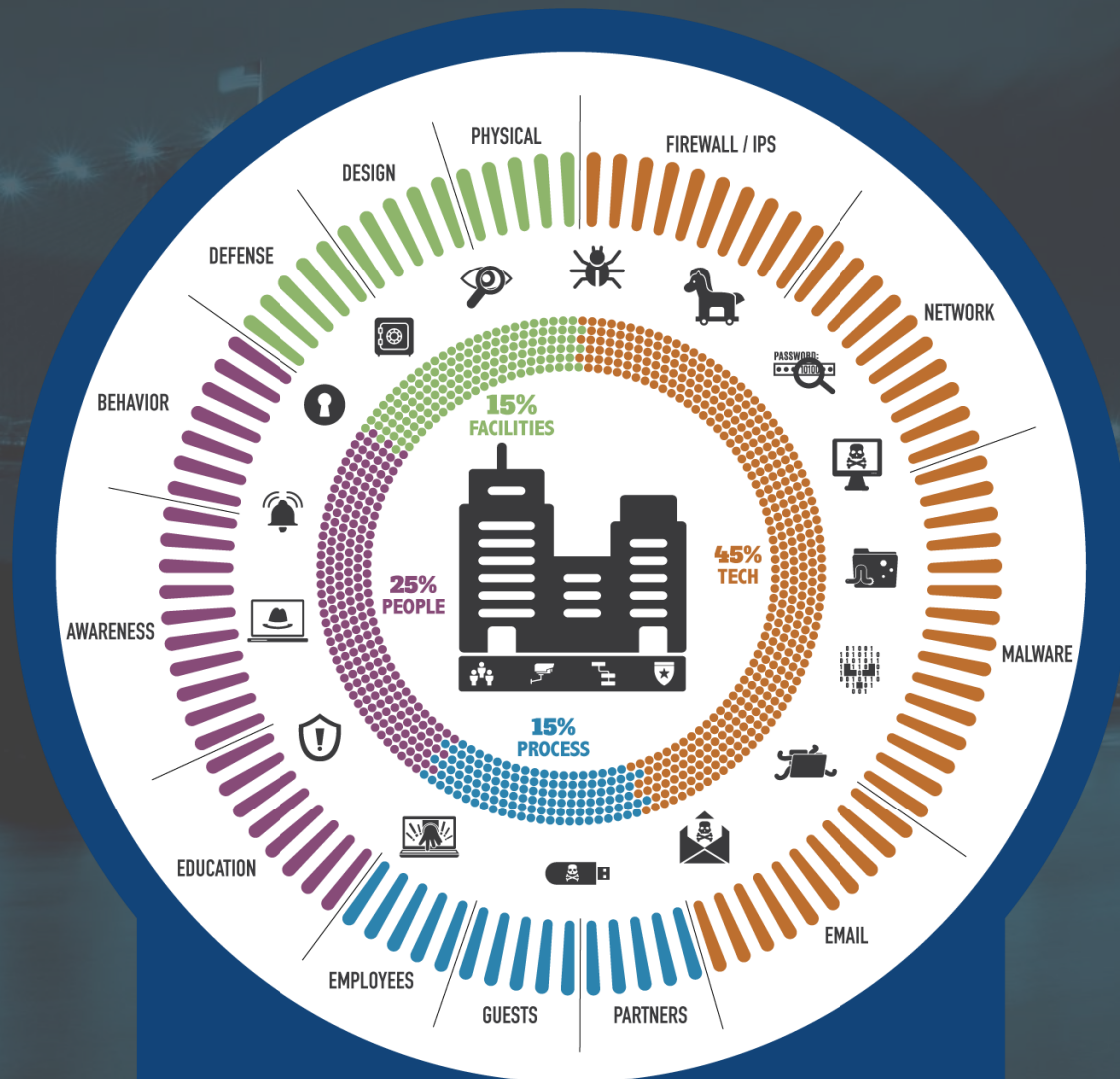
STAFF & TRAIN
Multiple Service Delivery Disciplines, Ongoing Training, Multiple Shifts (24/7), Train Sales Staff

CREATE & REFINE
Service Delivery Processes, Aggregated Billing, SOWs, Marketing Collateral, Transition Management, Sales Compensation

#?!

EXECUTIVE THREAT STRATEGY

JetStream Service Elements

Network Services	Collaboration Services	Data Center Services	IT Security Services	Workspace Services	Services Management	Cloud Services
Network Management	Telephony & Unified Communication Management	Systems & Virtualization Management	Security Incident & Event Monitoring	End User Support Services	Service Translation Management	Secure Cloud Servers (IaaS)
Network Security Device Management	Contact Center Infrastructure Management	Storage Management	Network Security Compliance Monitoring & Reporting	Desktop Virtualization	Cisco Support Services	Disaster Recovery (DRaaS)
	Video & Telepresence Management	Backup & Recovery Service		End User Security	Support Services Multi-Vendor	Desktop (DaaS)
	Hosted Collaboration Service			BYOD Services		Backup (BaaS)
				End User Device Asset Management		
				End User Application Support		

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Complete Go-to-Market Program
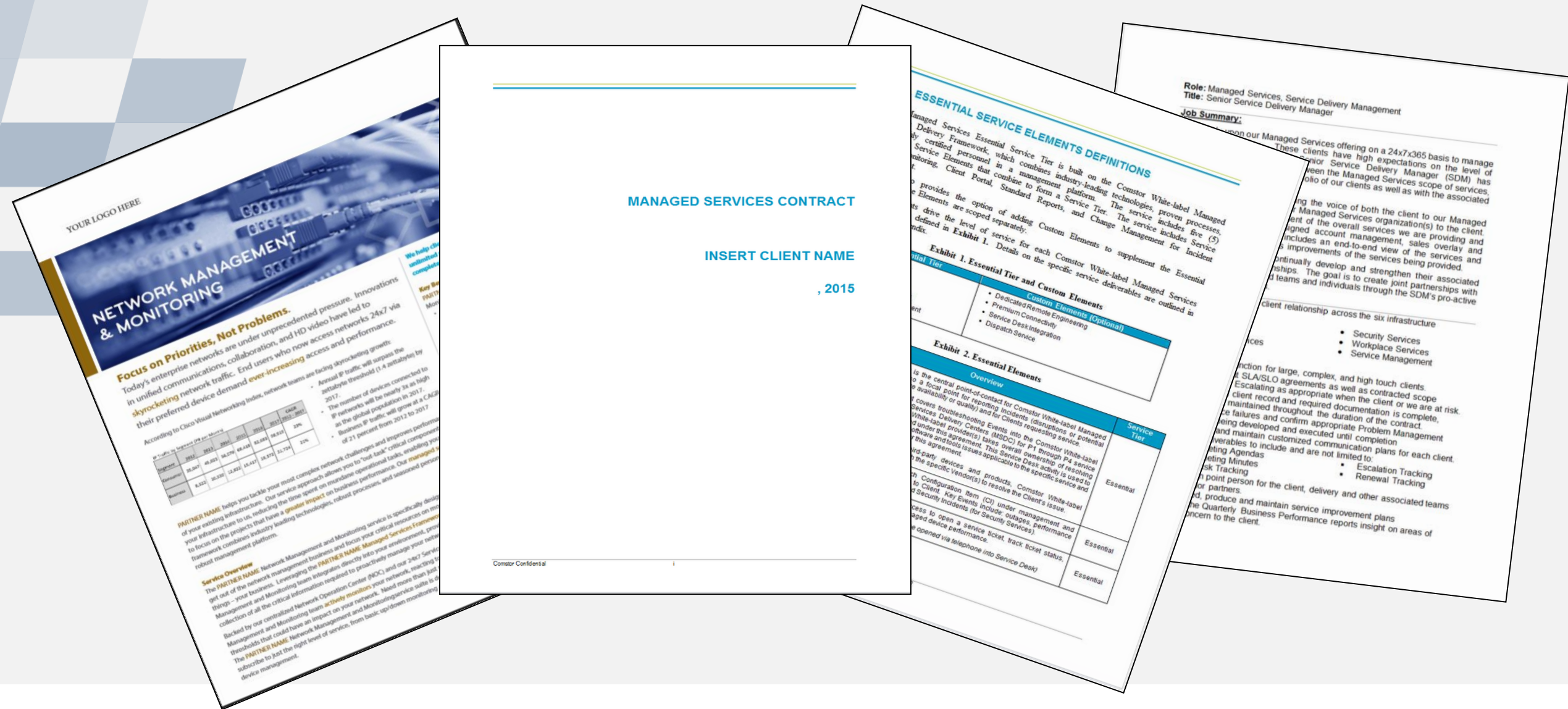
Assessment / Training / Planning

Marketing / Collateral / Events

Pricing / Deal Registration / Proposals / Statement of Works

Transition / Capture Template / Monitoring Tools

Remote Monitoring / Operations / Support / Portals

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JetStream Resource Portal

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SECURITY INCIDENT AND EVENT MONITORING
From Westcon / Comstor

High Enterprise System Availability and Improved Service Quality

Ceding control of IT assets or activities is challenging. For Chief Information Security Officers (CISOs), information access and control is the top priority. CISOs face the daunting task of keeping one step ahead of cyber-attacks while remaining current on all of the latest security solutions. The JetStream Incident and Event Monitoring services can help you and your clients.

While IT service delivery moves towards Hybrid IT and continues to mature, resource pools recede and threats continue to advance. Many companies are utilizing managed services as an option for managing their increasing security responsibilities. Out-tasking incident monitoring and remediation enables the client security teams to reduce the time spent on dealing with routine threat resolution so they can focus instead on the projects that have a greater impact on their business..

Service Overview

The JetStream Incident and Event Management (SIEM) service is specifically designed to take the guesswork out of identifying, managing and reacting to security events, allowing the client's critical resources to be directed to more important things – Their Business! Leveraging the JetStream Managed Services Framework (MSF), our white-label SIEM team integrates directly into your environment, providing on-site collection of all the critical information required to proactively identify potential incidents that pose a threat to your critical assets.

Backed by our Managed Services Provider's centralized Security Operation Center (SOC) and a 24x7 Technical Service Desk, the SIEM team actively collects event and log data from various collection points within the support network(s). All of this data is collected and correlated using the JetStream centralized correlation engines and automatically analyzed for potential threats. If your clients require more than incident detection, JetStream has you covered. Our SIEM service suite is designed to allow you to subscribe, for your clients, to just the right level of service, all the way from proactive incident/threat detection to proactive incident/threat response.

We help clients unlock the unlimited potential of a completely connected world.

DELIVERY OPTIONS INCLUDE:

Essential Services
- Threat Management & Event Correlation
- Centralized Log Management
- Vulnerability Scanning
- Standard Reporting

Select Services
(Includes Essential)
- Compliance Reporting
- Network Behavior Anomaly Detection
- Removable Media Device Detection
- User Tracking
- File Integrity Monitoring (FIM)
- Quarterly Security Review
- Quarterly Threat IntelligenceBriefings

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Managed Technologies
- Switches / Routers/ VPNs/ Devices
- Network Access Control Appliances
- Network Flow Protocols
- Server and Desktop Operating Systems
- Intrusion Prevention Appliances
- Identity Service Engines
- Content Filters/ Web Proxies
- Intrusion Protection Appliances
- VPN Manager
- Vulnerability Systems

Managed Services Delivery Framework (MSDF)

The JetStream Managed Services delivery framework uses a robust combination of advanced IT management applications, state of the art IT Infrastructure and industry-recognized processes that gives our offering a unique, global presence with a local feel. Our framework combines industry know-how with robust processes and procedures, underpinned with many of the best practices in the Information Technology Infrastructure Library (ITIL). We combine our proven processes with top technologies to create the interlocking framework that serves as the basis for all of our JetStream Managed Services offerings.

The Technical Service Desk team underpins all of the JetStream services, 24 hours a day, 7 days a week, ensuring that when incidents arise, you and your clients have someone standing by to assist. To ensure that all of the technology and operational activities are effectively managed, regardless of the time of day, the Technical Service Desk is staffed with three tiers of expertise around the clock, allowing you and your clients to rest comfortably that experts are actively managing your critical assets.

Why Westcon / Comstor?

At Westcon / Comstor, we work with some of the most advanced technologies in the marketplace. Our key partnerships include: Cisco, NetApp, VMware, and we emphasize continuous training and education for all of our team members! We architect, design and implement advanced infrastructure solutions (network, collaboration, data center, automation) to help our clients achieve success.

We have worked really hard to assemble an amazing team of seasoned professionals who are excited about enabling business success through technology. Spanning Sales, Engineering, Professional Services and Operations, our team members have attained a level of experience where they operate in an independent manner. That said, walking through our offices, you will quickly see that collaboration is an art form in our culture.

About Westcon / Comstor:
Learn more at Comstor.com

Comstor is a dedicated value-added distributor of Cisco networking, collaboration, security and data center solutions through a global network of specialty resellers. Our teams create unique programs and provide exceptional financial and technical support to accelerate the business of our partners.

Strong relationships at every level of the Comstor organization enable our partners to receive support tailored to their needs. From global logistics and flexible customized financing solutions to pre-sales, technical and engineering assistance, we apply unsurpassed expertise in Cisco's full solution set so our partners can respond with agility and speed to achieve the fastest time to revenue.

- Comstor is the wholly Cisco-dedicated business practice within Westcon Group
- Approaching $4 billion in revenues
- Founded in 1985
- Present in 60 countries across six continents
- With over 100 offices, we ship to more than 100 countries
- 20 logistics/staging facilities
- Cisco portfolio offerings in networking, collaboration, security, and data center
- Backed by 3,200 associates
- 20,000+ transacting customers globally

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JetStream
Managed Services Portal

- Single Point of Contact
- Available and Staffed 24/7
- Closed Loop Incident Management
- Direct Access to Network Operations Center
- US Based & Redundant NOCs

Managed Services

JetStream Managed Services address all of your day-to-day IT management needs so your IT staff can focus on strategic initiatives. The depth of knowledge and experience with traditional and advanced technologies as well as your specific IT infrastructure position JetStream to successfully manage or host all key technology systems.

JetStream provides reliable, secure services using world-class infrastructure, knowledge and processes. Working closely with you to review key business needs, cost structures and processes, and through our ITIL/ISO 20000-based systems and processes, JetsSream can closely monitor every system to ensure your IT infrastructure delivers service levels aligned with your business requirements.

Network Services	Collaboration Services	Data Center Services	IT Security Services	Workspace Services	Services Management
Network Management	Telephony & Unified Communications Management	Systems & Virtualization Management	Security Incident & Event Monitoring	End User Support Services	Service Translation Management
	Contact Center Infrastructure Management	Storage Management		Desktop Virtualization	
	Video & Telepresence Management		Network Security Compliance Monitoring & Reporting	End User Security & BYOD Services	Cisco Support Services
Network Security Device Management		Backup & Recovery Service		End User DeviceAsset Management	
	Hosted Collaboration Service			End UserApplication Support	Support Services Multi-Vendor

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MSR - NOC

Augmenting Existing Managed Services Capabilities

JetStream - Still a DVP option

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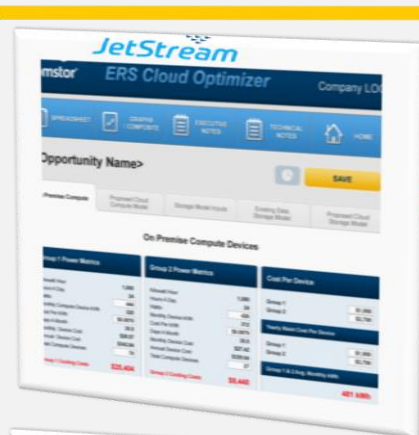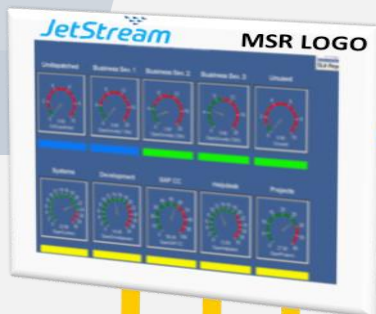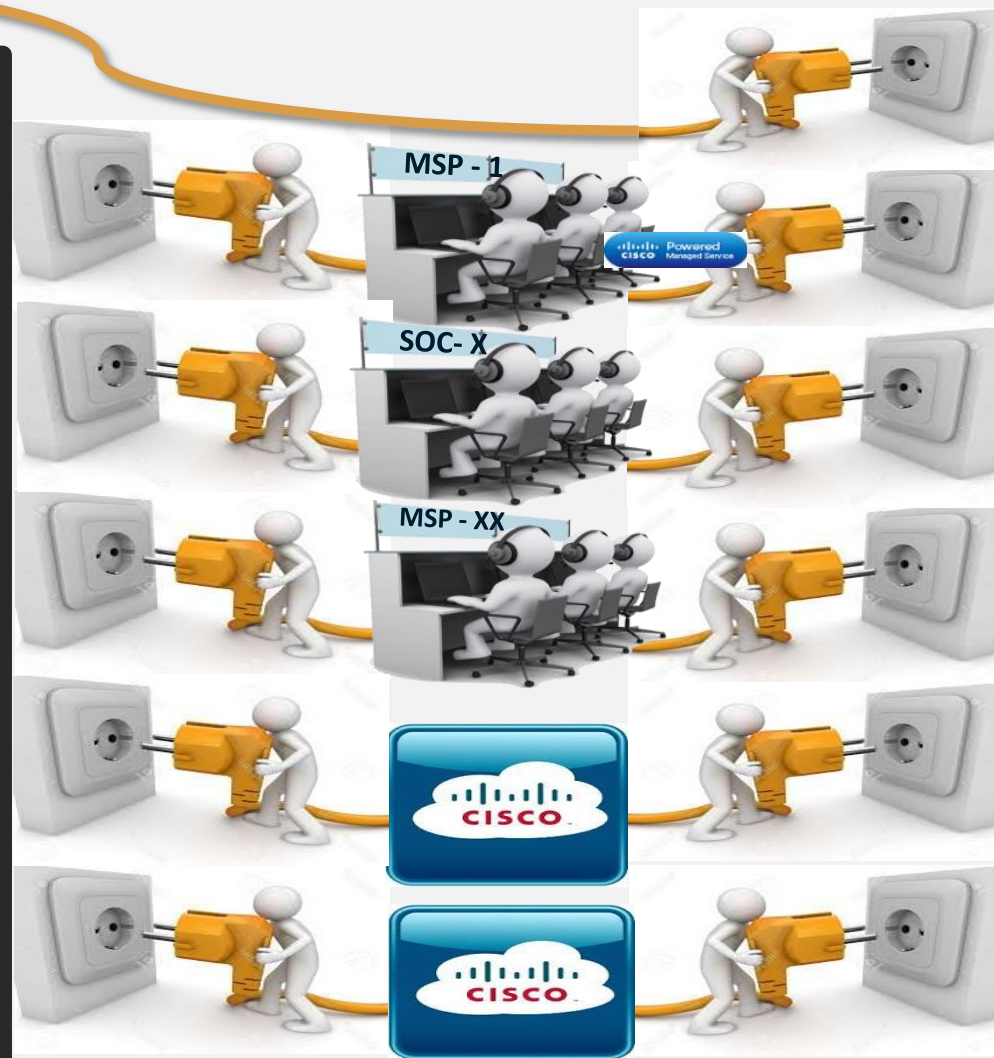
Security Trends and Analysis

- Organizations have *Ineffective* Security Controls
- *Compliance* is a Key Driver of Security Controls
- External Attacks - *Still* the Primary Means of Data Breaches
- Compromises are *Rarely Known* by the Target
- 1 in 6 Companies believe they are *Targets* but doubt their *Current* security measures will be *Effective*

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Commonalities

- **83%** of Victims were Targets of Opportunity
- **92%** of Attacks were **_not_** Highly Difficult
- **76%** of all Data was Compromised from Servers
- **86%** were Discovered by a Third Party
- **96%** of Breaches avoidable via Simple or Intermediate Controls
- **89%** of Victims Subjected to PCI-DSS had **_not_** Achieved Compliance

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JetStream Security Operations

Value

Approach

Service

Provide Increased Security & Enhanced Compliance Visibility
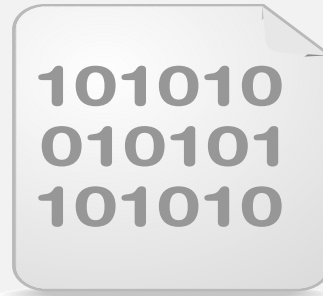
Best-in-Class Cloud-based SIEM software package

Experienced Security Experts

24x7 Managed Cloud-Based SIEM Service
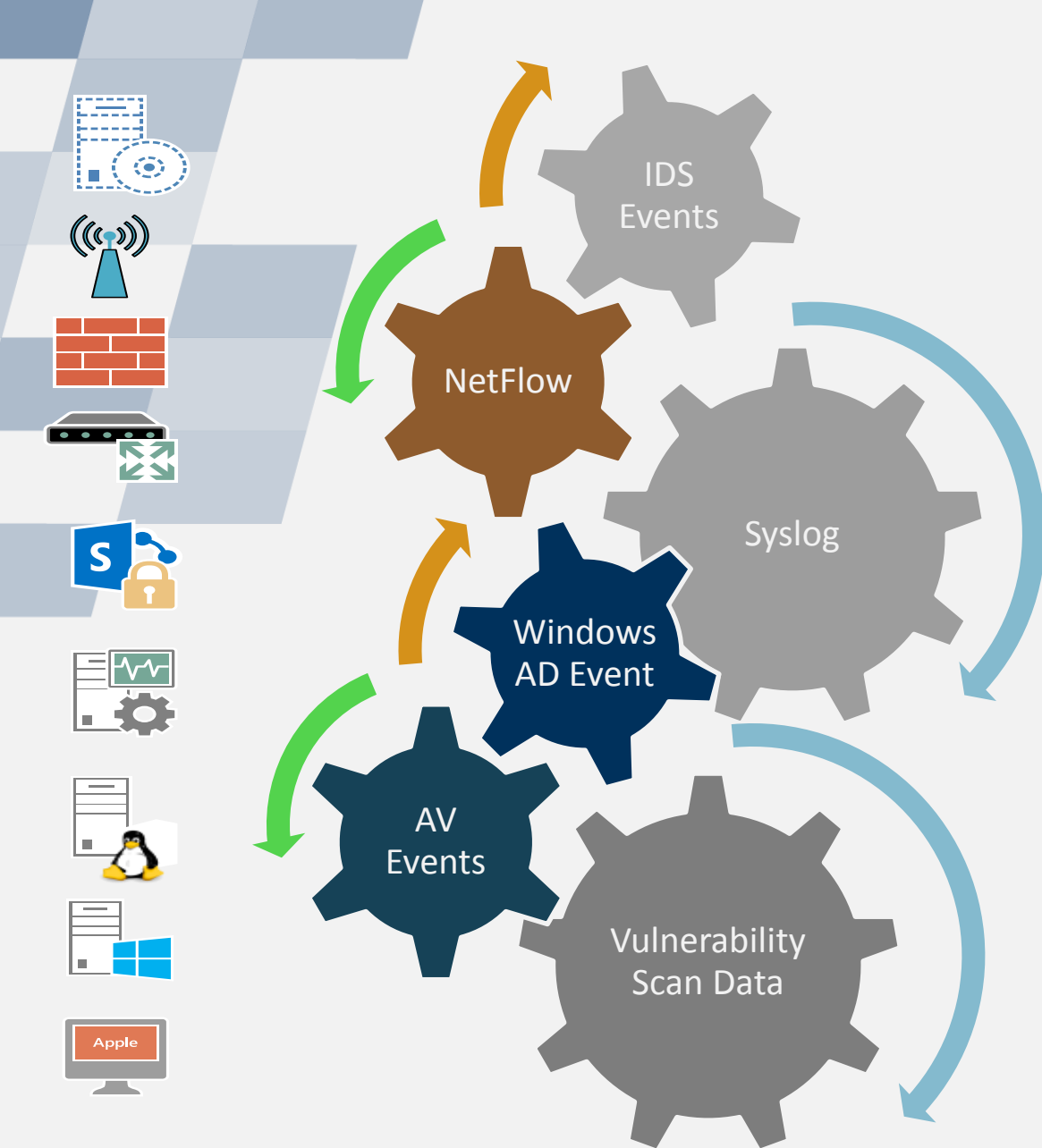
CONSOLIDATE
Unified IT Security, Risk and Compliance Management across the Enterprise

COLLABORATE
Co-Managed environment to foster internal communication between NOC, SOC and Internal teams.

CORRELATE
Merge data from all source to detect security breaches and reduce incident identification and mitigation.

COMPLIANCE
Measure internal systems against best practices and evolving audit and compliance mandates.

THREAT INTELLIGENCE
Leverage threat intelligence gained from multiple environments and the latest malicious activities.

IDS Events

NetFlow

Syslog

Windows AD Event

AV Events

Vulnerability Scan Data

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SERVICE PACKAGES
Security Incident & Event Monitoring

SIEM *Essential*

- Technical Service Desk
- Threat Management
- Monitoring / Action
- Event Correlation
- Vulnerability Scanning
- Centralized Log Management
- Client Portal
- Standard Reports

SIEM *Select*

- Essential+
- Compliance Reporting
- Network Behavior
- Anomaly Detection
- Removal Media Detection
- User Tracking
- File Integrity Monitoring (FIM)
- Quarterly Reviews

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Compliance Monitoring Modules

Compliance: Pre-Packaged Library of Regulations, Best Practices, and Standards

- Seamless integration into SIEM platform
- Maps *all* security data to compliance drivers
  - Log & Event Data
  - Asset & Configuration Data
  - Known Vulnerabilities
  - NetFlow Data
  - Performance Metrics
  - File integrity Data

Extensive Regulatory Compliance Library

- NERC CIP
- PCI DSS
- SOX

Regulations
- GLBA / FFIEC
- FISMA / FISMA2
- HIPAA
- HiTECH

Frameworks
- COBIT
- ISO 27001 AND 27002
- NIST 800-53

Configuration Standards
- DISA STIGs
- CIS Benchmarks
- User-Defined Minimum Security Requirements
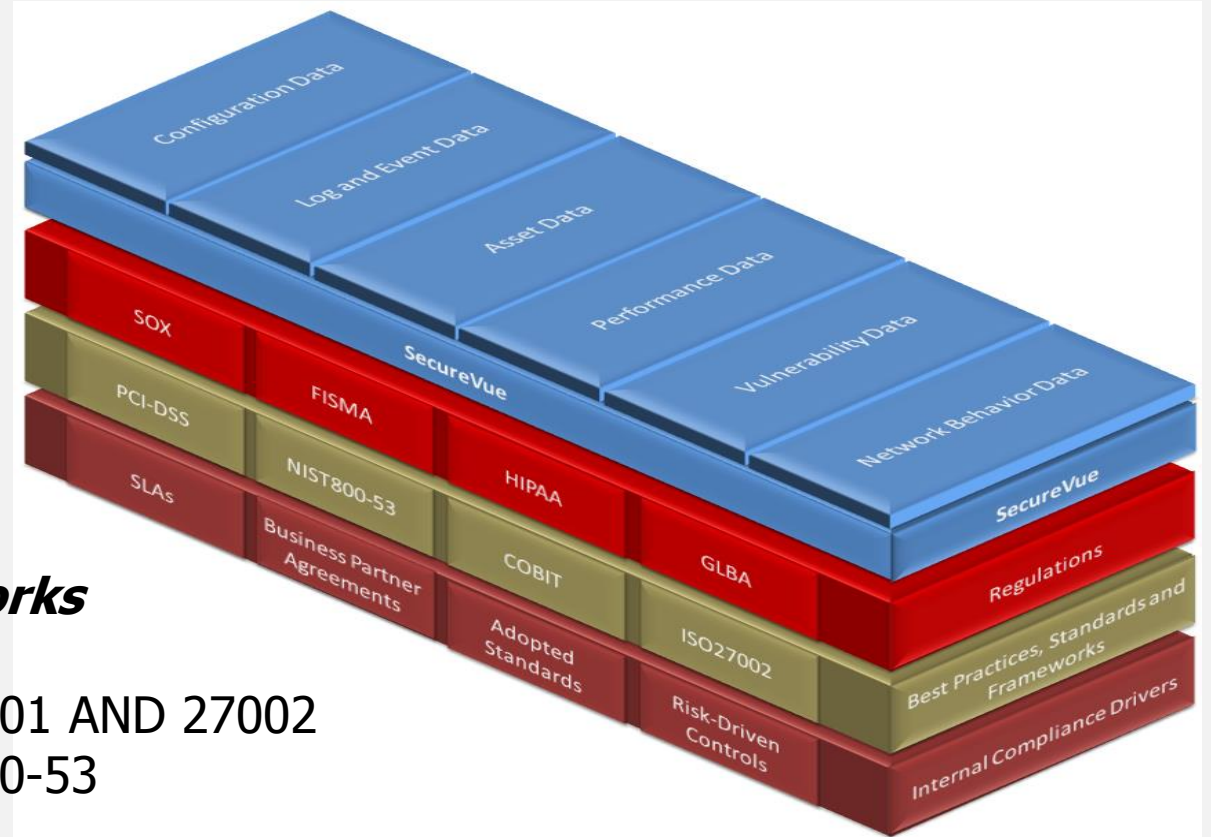
Event Correlation

- Event correlation is taking logs from different system and relating them to other system logs. Here is an example…

  - FW logs with a source 10.0.01 and destination 10.0.0.5 IP address
  - IDS Alert with a source 10.0.0.1 and destination 10.0.0.5 IP address
  - Failed login attempt on the IP 10.0.0.5 from the source IP 10.0.0.1

- These three event alone may not be noticed, but when combined together they show a pattern that is worth investigating. By doing event correlation we can provide customers with more focused alerts and reduce the noise seen from traditional separate alerting mechanisms.

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Detailed Example of Event Correlation

External WebSite 4.4.4.4

DMZ Firewall 10.90.0.1

Web Proxy 10.90.0.50

Router

BOBPC1 10.100.23.53

DAVEPC3 10.101.23.18

BRoberts

Domain Controller

DHCP Server

AntiVirus Controller

Connection on TCP port 80 – src: 10.90.0.50 dst: 4.4.4.4 state: ACCEPTED

HTTP Client GET – http://somebadwebsite.org/878732/asbss.exe

%SEC-6-IPACCESSLOGP: list ACL-IPv4-E0/0-IN permitted tcp 10.100.23.53(38231) -> 10.90.0.50(3129), 1 packet

Lease for 10.100.23.53 Assigned to BOBPC1 - MAC:AE:00:AE:10:F8:D6

Authentication Package: MICROSOFT_AUTHENTICATION_PACKAGE_V1_0
Logon Account: BRoberts Source Workstation: BOBPC1 Error Code: 0xc0000064

Client: DAVEPC3 - Successfully Removed - C:\Windows\Temp\asbss.dll – Reason: Win32/
RATProxyDLL18

"Bob's Machine was compromised by asbss.exe which originated from a malicious website, this malware then used Bobs account to try and infect DAVEPC3, but antivirus caught it. Bob's machine 'BOBPC1' is likely still compromised however. We Should block the malicious domain and sanitize's Bob's workstation, ASAP."

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Server Asset Information

Applications by Latest Hour (Limited to 500 rows and 500 sub-rows) - See Report Info

Date: This Month ▾   Group By: None ▾ | Nodes: All ▾   Filters: None ▾   Set Report Limits   Use for this Report ▾

Host	Collected Time	Application	Version	Install Path
EIQDEMO	03:00	Java(TM) 6 Update 29 (64-bit)	6.0.290	C:\Program Files\Java\jre6\
		Microsoft Visual C++ 2008 Redistributable - x64...	9.0.30729	Unknown
		VMware Tools	8.3.7.3827	C:\Program Files\VMware\VMware Tools\
		Adobe Flash Player 11 ActiveX	11.5.502.146	C:\Windows\SysWOW64\Macromed\Flash
		Google Chrome	34.0.1847.137	C:\Program Files (x86)\Google\Chrome\Applicati...
		SecureVue v3.6	3.6.5.0.20	c:\svcentral
		SecureVue Data Collector	3.6.5.0.20	C:\SVDataCollector\
		Java(TM) 6 Update 29	6.0.290	C:\Program Files (x86)\Java\jre6\
		Java Auto Updater	2.0.6.1	Unknown
		Microsoft Visual C++ 2008 Redistributable - x86...	9.0.30729	Unknown
		Google Update Helper	1.3.24.7	Unknown
		Microsoft Visual C++ 2010 x86 Redistributable -...	10.0.40219	Unknown

Services by Latest Hour (Limited to 500 rows and 500 sub-rows) - See Report Info

Date: This Month ▾   Group By: None ▾ | Nodes: All ▾   Filters: None ▾   Set Report Limits   Use for this Report ▾

Host	Collected Time	Display Name	Service Name	Service StartUp	Service Status	Account Name
EIQDEMO	03:00	Application Experience	AeLookupSvc	Manual	Stopped	localSystem
		Application Layer Gateway Service	ALG	Manual	Stopped	NT AUTHORITY\LocalService
		Application Identity	AppIDSvc	Manual	Stopped	NT Authority\LocalService
		Application Information	Appinfo	Manual	Stopped	LocalSystem
		Application Management	AppMgmt	Manual	Running	LocalSystem
		Windows Audio Endpoint Builder	AudioEndpointBuilder	Manual	Stopped	LocalSystem
		Windows Audio	AudioSrv	Manual	Stopped	NT AUTHORITY\LocalService
		Base Filtering Engine	BFE	Auto	Running	NT AUTHORITY\LocalService
		Background Intelligent Transfer S...	BITS	Manual	Running	LocalSystem
		Computer Browser	Browser	Disabled	Stopped	LocalSystem
		Certificate Propagation	CertPropSvc	Manual	Running	LocalSystem

Configuration Information

ACLs from configuration file collected on '05/14/2014 13:20:18' for device: XXX

policy-id/name	action	other info
118	extended	permit ip object-group Bricksimple 192.168.1.0 255.255.255.0
nonat	extended	permit ip host 172.16.2.145 host 165.125.4.41
nonat	extended	permit ip host 170.52.21.60 168.75.162.224 255.255.255.224
nonat	extended	permit ip host 170.52.21.80 168.75.162.224 255.255.255.224
nonat	extended	permit ip host 170.52.21.81 168.75.162.224 255.255.255.224
nonat	extended	permit ip host 170.52.21.61 168.75.162.224 255.255.255.224
nonat	extended	permit ip host 170.52.21.88 168.75.162.224 255.255.255.224
nonat	extended	permit ip host 170.52.21.89 168.75.162.224 255.255.255.224
nonat	extended	permit ip host 170.52.21.90 168.75.162.224 255.255.255.224
nonat	extended	permit ip host 172.16.16.33 168.75.162.224 255.255.255.224
nonat	extended	permit ip host 170.52.21.77 168.75.162.224 255.255.255.224
nonat	extended	permit ip host 172.23.2.62 168.75.162.224 255.255.255.224
nonat	extended	permit ip host 172.23.2.103 168.75.162.224 255.255.255.224
nonat	extended	permit ip host 170.52.20.123 66.194.190.0 255.255.255.0
nonat	extended	permit ip host 170.52.20.11 66.194.190.0 255.255.255.0
nonat	extended	permit ip host 170.52.20.41 66.194.190.0 255.255.255.0
nonat	extended	permit ip host 170.52.20.42 66.194.190.0 255.255.255.0

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Help   Close

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Compliance Information
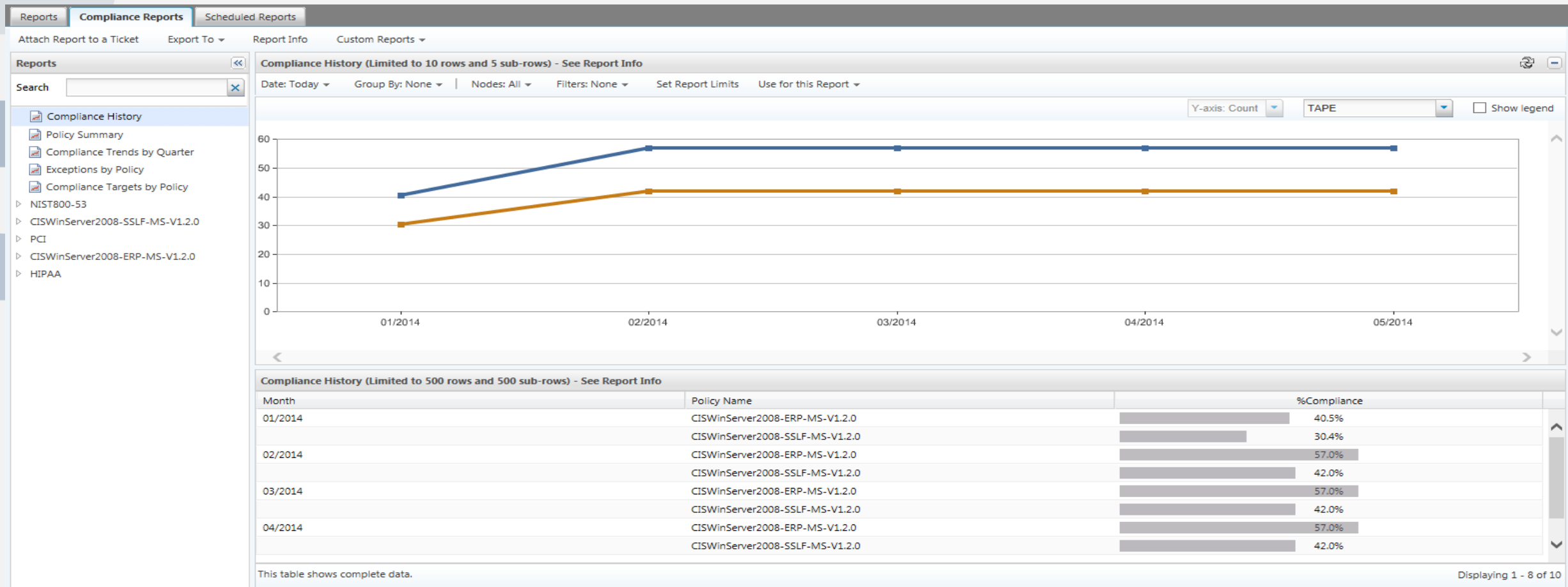
Managed Security Services @ A Glance

SUMMARY

- ✓ **29 Clients w/ SOC Specific Contracts**

- ✓ **125 Clients w/ Managed Security Devices**

- ✓ **MM+ Alerts Monitored in 2015**

- ✓ **20,000+ security incidents mitigated**
  - ✓ **DDOS, Malware, Insider Threats, etc.**

- ✓ **Three 24 / 7 Managed Services Centers:**
  - ✓ **Dallas, TX | Orlando, FL | Long Island, NY**

- ✓ **25+ different vendor certifications**
  - ▪ **Cisco**
  - ▪ **CompTIA**
  - ▪ **GIAC**
  - ▪ **Palo Alto**
  - ▪ **ISC2**
  - ▪ **SANS**

CAPABILITIES

- o Threat Management & Event Correlation
- o Log Management
- o Vulnerability Scanning
- o Device Management
- o Network Behavior Anomaly Detection
- o Active Analysis
- o Incident Response and Recommendations
- o Quarterly Security Strategy Reviews

INDUSTRY LEADING PARTNERS

nimsoft   servicenow   hp

cisco   EiQ   vm   juniper NETWORKS   NetApp

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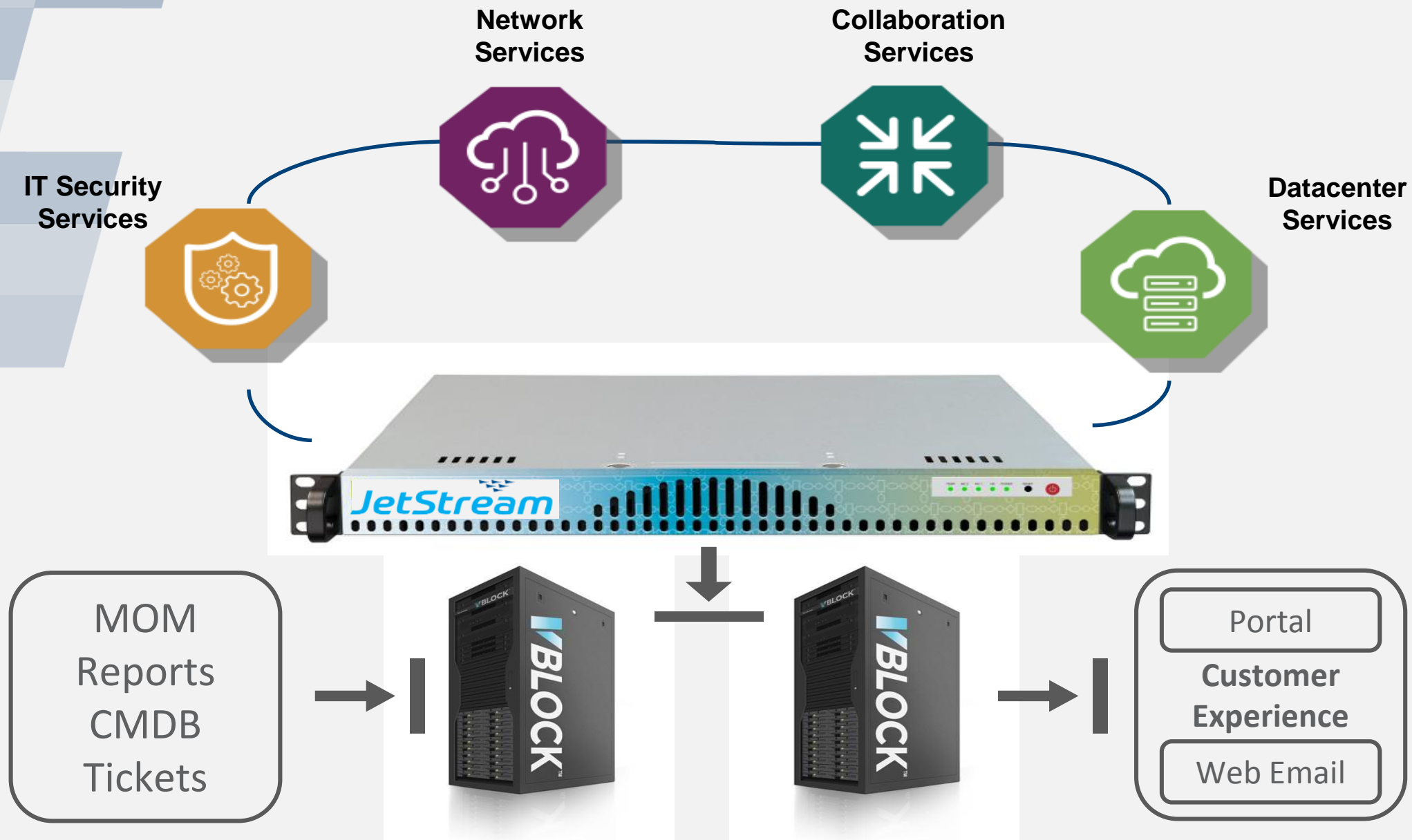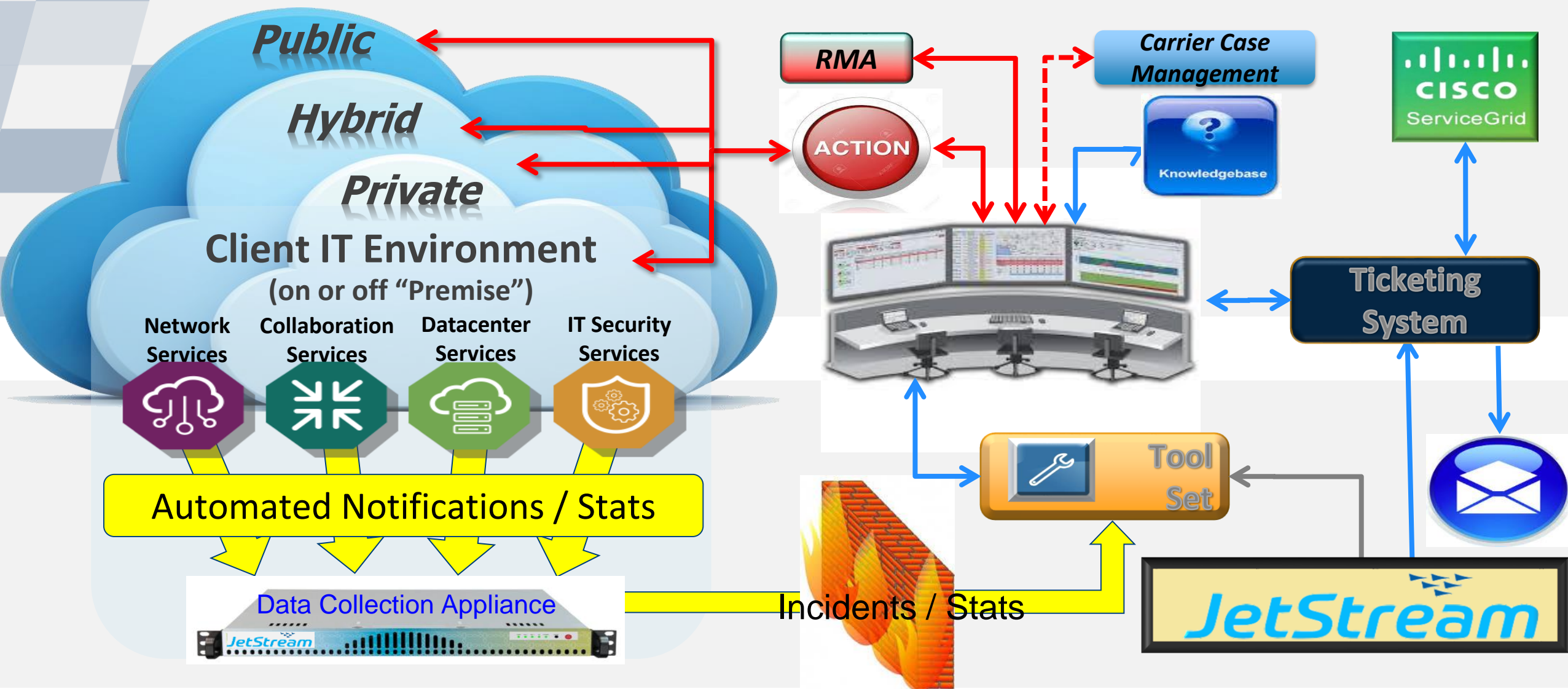
Service Level Priority Levels

Level	Description
🔴 **P1 / Critical**	Systems at one or many client sites are completely unavailable. Affected systems cause significant business impact.
🟠 **P2 / High**	Systems at one or many client sites are partially unavailable. Affected systems cause some business impact.
🟡 **P3 / Medium**	Operational performance of client sites is impaired while most business operations remain functional.
🟢 **P4 / Low**	Client is requesting a logical change that is covered under their service agreement.

Note: At client request, priority level can be escalated.

Service Level Objectives

	Service Level Parameter	Objective	Service Level
●	**P1 Incidents – Remote Response Acknowledge Time** Total Problem Reports acknowledged within Service Level Target/Total Problem Reports	15 minutes	>95%
●	**P1 Incidents – Remote Access Response Time** Total Problem Reports within Remote Access Response Time Service Level Target/Total Problem Reports	30 minutes	>95%
●	**P1 Incidents – Onsite Access Response Time** (if subscribed) Total Problem Reports within On-Site Access Response Time Service Level Target/Total Problem Reports	4 hours	>95%
●	**P2 Incidents –Remote Response Acknowledge Time** Total Problem Reports acknowledged within Service Level Target/Total Problem Reports	30 minutes	>90%
●	**P2 Incidents– Remote Access Response Time** Total Problem Reports within Remote Access Response Time Service Level Target/Total Problem Reports	1 hour	>90%

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Service Level Objectives

	Service Level Parameter	Objective	Service Level
●	**P2 Incidents – Onsite Access Response Time** (if subscribed) Total Problem Reports within On-Site Access Response Time Service Level Target/Total Problem Reports	8 hours	>90%
●	**P3 Incidents-Remote Response Acknowledge Time** Total Problem Reports acknowledged within Service Level Target/Total Problem Reports	4 hours	>80%
●	**P3 Incidents- Remote Access Response Time** Total Problem Reports within Remote Access Response Time Service Level Target/Total Problem Reports	8 hours	>80%
●	**P4 Incidents-Remote Response Acknowledge Time** Total Problem Reports acknowledged within Service Level Target/Total Problem Reports	8 hours	NA
●	**P4 Incidents- Remote Access Response Time** Total Problem Reports within Remote Access Response Time Service Level Target/Total Problem Reports	3 days	NA

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SKU	Item	Detailed Item / Description	Device / Service Type	Essential MSR Cost (per Unit)	Select MSR Cost (per Unit)	End-User Discount %	Essential MSR GP% Cost - List	Select MSR GP% Cost - List	Essential MSR GP% Cost - Discounted	Select MSR GP% Cost - Discounted	Total Essential MSR Cost	Total Select MSR Cost	Essential Total GP $ From List Price	Select Total GP$ From List Price	Essential Total GP $ From Discounted Price	Select Total GP$ From Discounted Price	Quantity	Essential End-User List Price (per Unit)	Select End-User List Price (per Unit)	Essential End-User Discounted Price (per Unit)	Select End-User Discounted Price (per Unit)	Essential End-User Total List Price	Select End-User Total List Price	Essential End-User Total Discounted Price	Select End-User Total Discounted Price
	Registered Opportunity	Yes	MSR Discount from Standard Cost	5%	5%																				
	Service Transition																								
MS-STM-1	Service Transition Management (1x Fee for On-boarding)	Services to transition End-User from current environment to JetStream. Includes JetStream provide data loads and DCA(s) configuration and shipping.	Transition Services	$2,750.96	$2,750.96	15.00%	33%	33%	22%	22%	$ 2,750.96	$ 2,750.96	$ 1,374.04	$ 1,374.04	$ 755.29	$ 755.29	1	$ 4,125.00	$ 4,125.00	$ 3,506.25	$ 3,506.25	$ 4,125.00	$ 4,125.00	$ 3,506.25	$ 3,506.25
Managed Services Reseller	Managed Services Reseller Service Transition Management	On-site services including data collection (capture template completion), End-User business data and physical installation of DCA(s).	Transition Services	$8,750.00	$8,750.00	15.00%	40%	40%	29%	29%	$ 8,750.00	$ 8,750.00	$ 5,833.33	$ 5,833.33	$ 3,645.83	$ 3,645.83	1.0	$14,583.33	$14,583.33	$12,395.83	$12,395.83	$14,583.33	$14,583.33	$12,395.83	$12,395.83
MS-CPO-01	Portal On-Boarding	End-User Portal Setup Fee	Transition Services	$ 625.22	$ 625.22	15.00%	28%	28%	15%	15%	$ 625.22	$ 625.22	$ 245.03	$ 245.03	$ 114.49	$ 114.49	1	$ 870.25	$ 870.25	$ 739.71	$ 739.71	$ 870.25	$ 870.25	$ 739.71	$ 739.71
MS-DCA-1	Data Collection Appliance - DCA (1x)	Minimum of 1 DCA required for each End-User	Transition Services	$3,125.83	$3,125.83	15.00%	28%	28%	15%	15%	$ 3,125.83	$ 3,125.83	$ 1,225.42	$ 1,225.42	$ 572.73	$ 572.73	1	$ 4,351.25	$ 4,351.25	$ 3,698.56	$ 3,698.56	$ 4,351.25	$ 4,351.25	$ 3,698.56	$ 3,698.56
	Portal Usage & Operations																								
MS-CP-01	Client Portal (3 Users)	Client Portal Maintenance and Support (Up to 3 Users)	Portal	$ 450.16	$ 450.16	15.00%	31%	31%	19%	19%	$ 450.16	$ 450.16	$ 205.49	$ 205.49	$ 107.15	$ 107.15	1	$ 655.65	$ 655.65	$ 557.30	$ 557.30	$ 655.65	$ 655.65	$ 557.30	$ 557.30
MS-CP-EU-01	Additional User (per)	Support per Additional User	Portal	$ 150.05	$ 150.05	15.00%	31%	31%	19%	19%	$ -	$ -	$ -	$ -	$ -	$ -	0	$ 218.55	$ 218.55	$ 185.77	$ 185.77	$ -	$ -	$ -	$ -
	Managed Services Reseller On-Going																								
Managed Services Reseller	Service Delivery Manager	End-User interface, Escalation Manager - Quarterly Business Reviews	On-going	$8,750.00	$8,750.00	15.00%	40%	40%	29%	29%	$ 875.00	$ 875.00	$ 583.33	$ 583.33	$ 364.58	$ 364.58	0.1	$14,583.33	$14,583.33	$12,395.83	$12,395.83	$ 1,458.33	$ 1,458.33	$ 1,239.58	$ 1,239.58
Managed Services Reseller	Other	This is an optional row. This is used if there are added value services / resources that MSR is providing on an on-going basis.	On-going	$ -	$ -	15.00%	40%	40%	#DIV/0!	#DIV/0!	$ -	$ -	$ -	$ -	$ -	$ -	0.0	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
	Simple Device																								
SIEM-SMP-50	1 - 50 Count	Simple Device (Router / Switch / AP)	SIEM - Simple Device	$ 19.95	$ 26.53	15.00%	28%	27%	15%	15%	$ -	$ -	$ -	$ -	$ -	$ -	0	$ 27.54	$ 36.52	$ 23.41	$ 31.04	$ -	$ -	$ -	$ -
SIEM-SMP-100	51 - 100 Count	Simple Device (Router / Switch / AP)	SIEM - Simple Device	$ 16.96	$ 22.57	15.00%	29%	29%	17%	16%	$ -	$ -	$ -	$ -	$ -	$ -	0	$ 23.96	$ 31.77	$ 20.37	$ 27.01	$ -	$ -	$ -	$ -
SIEM-SMP-250	101 - 250 Count	Simple Device (Router / Switch / AP)	SIEM - Simple Device	$ 14.41	$ 19.17	15.00%	31%	31%	19%	18%	$ -	$ -	$ -	$ -	$ -	$ -	0	$ 20.85	$ 27.64	$ 17.72	$ 23.50	$ -	$ -	$ -	$ -
SIEM-SMP-500	251 -500 Count	Simple Device (Router / Switch / AP)	SIEM - Simple Device	$ 12.26	$ 16.29	15.00%	32%	32%	20%	20%	$ -	$ -	$ -	$ -	$ -	$ -	0	$ 18.14	$ 24.05	$ 15.41	$ 20.44	$ -	$ -	$ -	$ -
SIEM-SMP-1000	501 - 1,000 Count	Simple Device (Router / Switch / AP)	SIEM - Simple Device	$ 10.41	$ 13.85	15.00%	34%	34%	22%	22%	$ -	$ -	$ -	$ -	$ -	$ -	0	$ 15.78	$ 20.92	$ 13.41	$ 17.78	$ -	$ -	$ -	$ -
SIEM-SMP-2500	1,001 - 2,500 Count	Simple Device (Router / Switch / AP)	SIEM - Simple Device	$ 8.85	$ 11.77	15.00%	35%	35%	24%	24%	$ -	$ -	$ -	$ -	$ -	$ -	0	$ 13.73	$ 18.20	$ 11.67	$ 15.47	$ -	$ -	$ -	$ -
SIEM-SMP-5000	2,501 - 5,000 Count	Simple Device (Router / Switch / AP)	SIEM - Simple Device	$ 7.52	$ 10.01	15.00%	37%	37%	26%	26%	$ -	$ -	$ -	$ -	$ -	$ -	0	$ 11.94	$ 15.84	$ 10.15	$ 13.46	$ -	$ -	$ -	$ -
SIEM-SMP-CS	**> 5,000 Count**	**Simple Device (Router / Switch / AP)**	**SIEM - Simple Device**	$ -	$ -	15.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	$ -	$ -	$ -	$ -	$ -	$ -	0	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
	Complex Device																								
SIEM-CPD-50	1 - 50 Count	Complex Device (FW/IPS/Windows/Unix/IIS/MSSQL/Oracle/Application)	SIEM - Complex Device	$ 33.09	$ 44.00	15.00%	28%	28%	16%	15%	$ -	$ -	$ -	$ -	$ -	$ -	0	$ 46.21	$ 61.23	$ 39.28	$ 52.05	$ -	$ -	$ -	$ -
	Workstation																								
SIEM-WS-50	1 - 50 Count	Workstation (Windows/MAC-OS)	SIEM - WorkStation	$ 6.88	$ 9.14	15.00%	28%	28%	15%	15%	$ -	$ -	$ -	$ -	$ -	$ -	0	$ 9.54	$ 12.66	$ 8.11	$ 10.76	$ -	$ -	$ -	$ -
	Host AV/EndPoint																								
SIEM-HEP-50	1 - 50 Count	Host AV/EndPoint Protection	SIEM - Host / End-Point	$ 1.88	$ 2.49	15.00%	28%	28%	15%	15%	$ -	$ -	$ -	$ -	$ -	$ -	0	$ 2.61	$ 3.45	$ 2.22	$ 2.93	$ -	$ -	$ -	$ -

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SIEM TOTALS (Single Year Contract)

	Essential MSR GP% Cost - List	Select MSR GP% Cost - List	Essential MSR GP% Cost - Discounted	Select MSR GP% Cost - Discounted	Total Essential MSR Cost	Total Select MSR Cost	Essential Total GP $ From List Price	Select Total GP$ From List Price	Essential Total GP$ From Discounted Price	Select Total GP$ From Discounted Price	Essential End-User Total List Price	Select End-User Total List Price	Essential End-User Total Discounted Price	Select End-User Total Discounted Price
Total One-Time (JetStream)	30%	30%	18%	18%	$ 6,952.18	$ 6,952.18	$ 3,049.97	$ 3,049.97	$ 1,549.65	$ 1,549.65	$10,002.15	$10,002.15	$ 8,501.83	$ 8,501.83
Total Monthly (JetStream)	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Year One w/o Transition (JetStream)	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Contract Value - Year One (JetStream)	30%	30%	18%	18%	$ 6,952.18	$ 6,952.18	$ 3,049.97	$ 3,049.97	$ 1,549.65	$ 1,549.65	$10,002.15	$10,002.15	$ 8,501.83	$ 8,501.83
Total One-Time (Managed Services Reseller)	40%	40%	29%	29%	$ 8,750.00	$ 8,750.00	$ 5,833.33	$ 5,833.33	$ 3,645.83	$ 3,645.83	$14,583.33	$14,583.33	$12,395.83	$12,395.83
Total Monthly (Managed Services Reseller)	40%	40%	29%	29%	$ 875.00	$ 875.00	$ 583.33	$ 583.33	$ 364.58	$ 364.58	$ 1,458.33	$ 1,458.33	$ 1,239.58	$ 1,239.58
Year One w/o Transition (Managed Services Reseller)	40%	40%	29%	29%	$ 10,500.00	$ 10,500.00	$ 7,000.00	$ 7,000.00	$ 4,375.00	$ 4,375.00	$17,500.00	$17,500.00	$14,875.00	$14,875.00
Contract Value - Year One (Managed Services Reseller)	40%	40%	29%	29%	$ 19,250.00	$ 19,250.00	$12,833.33	$12,833.33	$ 8,020.83	$ 8,020.83	$32,083.33	$32,083.33	$27,270.83	$27,270.83
Grand Total One-Time (JetStream + Managed Services Resellers Transition)	36%	36%	25%	25%	$ 15,702.18	$ 15,702.18	$ 8,883.31	$ 8,883.31	$ 5,195.48	$ 5,195.48	$24,585.48	$24,585.48	$20,897.66	$20,897.66
Grand Total Monthly (JetStream + Managed Services Reseller On-Going Efforts)	40%	40%	29%	29%	$ 875.00	$ 875.00	$ 583.33	$ 583.33	$ 364.58	$ 364.58	$ 1,458.33	$ 1,458.33	$ 1,239.58	$ 1,239.58
Grand Total - Year One Contract Value (JetStream + Managed Services Reseller Efforts)	38%	38%	27%	27%	$ 26,202.18	$ 26,202.18	$15,883.31	$15,883.31	$ 9,570.48	$ 9,570.48	$42,085.48	$42,085.48	$35,772.66	$35,772.66
Year 2 forward JetStream (includes Annual Fee for Portal Usage)	31%	31%	19%	19%	$ 450.16	$ 450.16	$ 205.49	$ 205.49	$ 107.15	$ 107.15	$ 655.65	$ 655.65	$ 557.30	$ 557.30
Year 2 forward Managed Services Reseller Efforts (SDM + Other)	40%	40%	29%	29%	$ 10,500.00	$ 10,500.00	$ 7,000.00	$ 7,000.00	$ 4,375.00	$ 4,375.00	$17,500.00	$17,500.00	$14,875.00	$14,875.00
Grand Total Year 2 forward Contract Value (JetStream + Managed Services Reseller Efforts)	40%	40%	29%	29%	$ 10,950.16	$ 10,950.16	$ 7,205.49	$ 7,205.49	$ 4,482.15	$ 4,482.15	$18,155.65	$18,155.65	$15,432.30	$15,432.30

SIEM TOTALS (Multi-Year Contract - Minimum of 3 Years)

	Essential MSR GP% Cost - List	Select MSR GP% Cost - List	Essential MSR GP% Cost - Discounted	Select MSR GP% Cost - Discounted	Total Essential MSR Cost	Total Select MSR Cost	Essential Total GP $ From List Price	Select Total GP$ From List Price	Essential Total GP$ From Discounted Price	Select Total GP$ From Discounted Price	Essential End-User Total List Price	Select End-User Total List Price	Essential End-User Total Discounted Price	Select End-User Total Discounted Price
Total One-Time (JetStream)	30%	30%	18%	18%	$ 6,604.57	$ 6,604.57	$ 2,897.48	$ 2,897.48	$ 1,472.17	$ 1,472.17	$ 9,502.04	$ 9,502.04	$ 8,076.74	$ 8,076.74
Total Monthly (JetStream)	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Contract Value - Year One (JetStream)	30%	30%	18%	18%	$ 6,604.57	$ 6,604.57	$ 2,897.48	$ 2,897.48	$ 1,472.17	$ 1,472.17	$ 9,502.04	$ 9,502.04	$ 8,076.74	$ 8,076.74
Year 2 forward JetStream (includes Annual Fee for Portal Usage)	31%	31%	19%	19%	$ 427.65	$ 427.65	$ 195.22	$ 195.22	$ 101.79	$ 101.79	$ 622.87	$ 622.87	$ 529.44	$ 529.44
Total One-Time (Managed Services Reseller)	37%	37%	26%	26%	$ 8,750.00	$ 8,750.00	$ 5,104.17	$ 5,104.17	$ 3,026.04	$ 3,026.04	$13,854.17	$13,854.17	$11,776.04	$11,776.04
Total Monthly (Managed Services Reseller)	37%	37%	26%	26%	$ 875.00	$ 875.00	$ 510.42	$ 510.42	$ 302.60	$ 302.60	$ 1,385.42	$ 1,385.42	$ 1,177.60	$ 1,177.60
Contract Value - Year One (Managed Services Reseller)	37%	37%	26%	26%	$ 19,250.00	$ 19,250.00	$11,229.17	$11,229.17	$ 6,657.29	$ 6,657.29	$30,479.17	$30,479.17	$25,907.29	$25,907.29
Grand Total One-Time (JetStream + Managed Services Resellers Transition)	34%	34%	23%	23%	$ 15,354.57	$ 15,354.57	$ 8,001.64	$ 8,001.64	$ 4,498.21	$ 4,498.21	$23,356.21	$23,356.21	$19,852.78	$19,852.78
Grand Total Monthly (JetStream + Managed Services Reseller On-Going Efforts)	37%	37%	26%	26%	$ 875.00	$ 875.00	$ 510.42	$ 510.42	$ 302.60	$ 302.60	$ 1,385.42	$ 1,385.42	$ 1,177.60	$ 1,177.60
Grand Total - Year One Contract Value (JetStream + Managed Services Reseller Efforts)	35%	35%	24%	24%	$ 25,854.57	$ 25,854.57	$14,126.64	$14,126.64	$ 8,129.46	$ 8,129.46	$39,981.21	$39,981.21	$33,984.03	$33,984.03
Grand Total Year 2 forward Contract Value (JetStream + Managed Services Reseller Efforts)	37%	37%	25%	25%	$ 10,927.65	$ 10,927.65	$ 6,320.22	$ 6,320.22	$ 3,733.04	$ 3,733.04	$17,247.87	$17,247.87	$14,660.69	$14,660.69

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