

Versa Networks Hosted and Managed Head-End (VHM)

Headend as-a-Service

Versa Hosted and Managed Head-End (aka VHM) provides Versa-cloud hosted head-end solution for Versa Secure SDWAN, SDLAN and on-prem SASE deployments. VHM provides a simplified control, management and visibility via a single pane of glass for robust and easy administration of Versa solutions. Versa's control and management is provided by complementary products:

- Versa Controller (Providing unified control plane signaling across VOS instances in a network)
- Versa Director (Providing unified management plane functions across all VOS instances in a network)
- Versa Analytics (Bigdata based solution to provide deep Visibility and Analytics)
- Versa Concerto (Orchestration platform across multiple Director/Controller/Analytics setup)
- Versa Message Service (VMS) (Message bus for high volume dynamic information exchange)

Together these deliver a comprehensive head-end solution to automate and software-define the WAN, LAN and SSE across the enterprise network.

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, Versa Controller, Concerto and VMS) 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, Versa Controller, Concerto and VMS) 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 management and control of Versa Solutions 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, Versa Controller, Versa Concerto and VMS) deployed as-a-Service from Versa Networks. The components of the head-end are deployed in Versa Networks data centers and public 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, Concerto, VMS)
- 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, Concerto, VMS) for uptime availability and accessibility.

Table 1: Options and WAN edge sizing comparison

* Note: A "node" is defined as a VOS deployed (bare metal or virtual)

Service Type	Subscription Terms	Recommended Capacity
Shared	Fixed cost per CPE based on bandwidth tier Multi-year options available	1 - 500 nodes
Dedicated	Fixed cost per year Multi-year options available	500 and beyond nodes

* Note: Depending on scale of the network, one or more Director, Controller, Analytics complexes may be required to horizontally scale the solution. In this scenario, Concerto provides Single Pane of Management and visibility across multiple Director, Control Analytics complexes.

Table 2: Description of Hosting Support service

Hosting Support of Head-end Components
<ul style="list-style-type: none"> • Head-end deployment (installation, configuration) • Proactive infrastructure management, monitoring and maintenance • Software upgrades for head-end software components (Director, Analytics, Controller, Concerto, VMS) • 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 • 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 are 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 10 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. Any CPE (branch) or VOS software configuration, license and service management is not a 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 can 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 hosted headend solution supports Versa Recommended Logging Profile. Versa Analytics is customizable with respects to how much historical data is captured and retained within the big-data database. For additional logging requirement, Versa recommends subscribing to Advanced Logging Service (ALS).

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

A. Yes for shared headend. No for dedicated headend. While the cost of a Versa hosted head-end does not differentiate on branch license types, the headend license differs based on bandwidth capacity for sizing purposes. For dedicated headend, it varies based on quantity of nodes (branch nodes - whether physical or virtual instances of VOS)

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. 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.