

impact

Meet the Team



I've spoken before about how Enterasys is trying to become your favorite vendor. One of the ways we hope to accomplish

this is by personalizing our business. At Enterasys every customer is important to us – you are not just a number. We demonstrate this every day by giving our customers direct access to our developers and executives.

I would like to share with you some profiles and responsibilities for some of the thought-leaders here at Enterasys. These senior team members – a combination of new and tenured employees - bring significant expertise to the quality of Enterasys products and the value of the services we offer.

Jessica Moran, VP of Worldwide Field Operations



We recently announced Jessica Moran as our new Vice President of Worldwide Field Operations. Jessica is

responsible for sales operations, training and professional services process-improvements to make it easier to do business with Enterasys. She will work to drive efficiency, effectiveness and responsiveness in an effort to deliver

excellent service to our customers. "I am thrilled to join the Enterasys team. The thought leadership and customer-centric culture feeds my passion for driving cross-functional operational excellence. I look forward to digging in and to Enterasys exceeding customer expectations in the rapidly growing networking and security markets."

Jessica joins Enterasys from Microsoft where she was the Chief of Staff for Microsoft MSN. Previously she was a Vice President at Computer Associates (CA). She has worked in over 30 countries on six continents and her experience spans operations, business development, marketing, and customer service. Jessica can be reached at jessica.moran@enterasys.com or +1 978 684 1667.

Scott Scheeler, VP of Engineering



Scott has worked at Enterasys (and the former Cabletron Systems) for over 14 years. During his tenure with us, he has

worked on the architecture and design of products ranging from the MMAC+ and SmartSwitch 6000 through to today's Matrix N-Series Diamond DFEs. "When I joined Cabletron, the networking industry was the one of the

most interesting places to work; fast paced with lots of new technology. I've continued on to Enterasys due to the opportunities in leading edge technologies that solve real customer issues."

Scott is currently leading the design and development of the next generation of Enterasys flow-based switching products. The team is working towards delivering a new platform that will provide industry-leading performance with even greater levels of security, visibility and control. This new technology will be backwards compatible as a module for your existing N-Series chassis or as a new family of modular switching/routing products. Scott can be reached at scheeler@enterasys.com or +1 978 684 1725.

I invite you to contact any of our team members with any thoughts, questions or concerns you might have. These people may have diverse backgrounds, but one thing that they all have in common is their commitment to creating positive changes and contributing to the customer-centric culture that we live by here at Enterasys.

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Tell Us How We Are Doing



Our goal is to earn the right to your business every day by delivering on our promises on-time and on-budget. As we continue our evolution from a product-centric to a customer-centric organization, we want to know how you feel about your relationship with Enterasys.

We have created an [online survey](#) with a series of questions which should only take a few minutes of

your time to complete. As our way of saying *thank you* for your time to complete the survey, we're offering a **\$10 iTunes or an Amazon gift certificate of your choice**.

The survey is open to customers and partners worldwide. Enterasys employees and their families are not eligible to participate in the survey. Thanks in advance for your participation and for your insight into

how it could be easier to do business with Enterasys as we pursue our goal to be your favorite vendor. Enterasys measures our success based on your satisfaction.

Hurry up and respond before 19 OCT 2007 to receive your gift certificate.

Enterasys Helps Massport Lead the Transportation Industry in Security



The Massachusetts Port Authority (Massport) needed to ensure access control and secure wired and wireless connectivity for thousands of users across 75 locations, including one of the world's busiest airports, Boston's Logan International. Massport, an independent public authority that develops, promotes and manages Logan, the Port of Boston, and other transportation-related facilities in the state, looked to none other than Enterasys to secure their mission-critical infrastructure.

Security is critical for Massport with Logan International Airport's 14,000 employees and more than 25 million annual passengers, according to Tom Domenico, Assistant Director of Information Technology. "Our goal is to lead the industry in security. We strive to be the safest and most secure airport in the world. Enterasys Secure Network solutions support our efforts with a technology infrastructure architected to enable us to protect everything from passengers and facilities to critical video and data," Domenico said.

Enterasys provides a comprehensive, integrated solution that delivers the security and performance we require, yet is very easy to deploy and manage

"Enterasys is the only networking company to offer solutions with sophisticated security features embedded into the hardware that deliver effective physical edge access protection – which is invaluable at our widely distributed locations. Our Enterasys infrastructure enables

Massport to comply with federal security regulations for airports and shipping ports while delivering a powerful combination of performance and manageability."

Massport relies on Enterasys solutions for its access control network, which controls physical security at Logan Airport, as well as the office automation network, which handles all of the Authority's data communications.

"Enterasys technology is keeping multiple groups at Massport happy,



including the security team. The IT operations staff and the security staff are often at odds because one job is to keep the network up and running with convenient access for users, while security operations wants to lock everything down. In a lot of cases, Enterasys Secure Networks are the successful 'mediator' in those disputes. Our network delivers extremely reliable connectivity to keep things running, but with the highest level of security built right in to the infrastructure. So both sides are satisfied," said Domenico.

In addition to security, Massport depends on its Secure Network to support a number of mission-critical

applications, including:

- CIDRS (Camera Intrusion Detection and Reporting System), which monitors the physical perimeter of Logan International Airport and the Port of Boston for intruders
- The Ship Height Monitoring System, which monitors ships in the harbor to ensure that they won't interfere with the flight path of aircraft taking off or landing at the airport
- A new noise and operations monitoring system, which leverages passive radar and noise monitors

to track noise in communities surrounding Logan

Domenico is confident that the Enterasys infrastructure will also support new applications, such as an enhanced on-airfield vehicle tracking system that is under development.

Massport takes a layered approach to infrastructure security with networks that include Enterasys Matrix™ N-Series flow switches at the core and Martix E-Series switches at the edge, as well as RoamAbout® wireless switches and access points for secure mobility. The NetSight® Management Suite provides visibility and control, and the Dragon® intrusion detection/prevention system

enhances the organization's security posture.

"One of the biggest frustrations for most companies today is that anyone can deploy a multitude of security programs and systems, but most are difficult to implement and cumbersome to manage," Domenico said. "Enterasys provides a comprehensive, integrated solution that delivers the security and performance we require, yet is very easy to deploy and manage. This allows my team to be highly efficient and gives us the time we need to focus on other critical tasks."

Massport manages its large infrastructure with a team of five network professionals thanks to the centralized visibility and control delivered by the NetSight Management Suite, which monitors both the access control network and

Enterasys has consistently offered the most cost-effective solutions, both in terms of up-front capital costs and ongoing operating costs

the corporate data network from a single location. "NetSight allows us to monitor security incidents and ensure network availability, simultaneously," Domenico said. "With NetSight, we can manage our entire network efficiently, enforce policies automatically, and troubleshoot issues without having to physically visit each device."

The level of service Massport receives from Enterasys has also been outstanding. "The team at Enterasys understands technology, but most importantly, they

Enterasys Helps Massport (continued)

understand how their technology works in our environment, which means we receive superior service,” Domenico says. “Even with a deployment of our size, to other vendors we’re just a number. With Enterasys, we’re a valued customer and partner. Enterasys consistently comes through for us.”

In the near future, Massport will deploy Matrix X secure core routers to increase capacity in its office automation network. During this upgrade, existing high-availability

Enterasys routers will be redeployed to other sites, increasing their return on investment. Massport also plans to take advantage of additional Dragon capabilities with the [Dragon Security Command Console](#), and will deploy [Enterasys Network Access Control](#) to assess, authenticate and authorize any user or device that attempts to connect to the network.

“Enterasys has consistently offered the most cost-effective solutions, both in terms of up-front capital costs and ongoing operating

costs. In the transportation industry, all rates and charges are passed on to tenants, so we’re highly conscious of our obligation to be efficient and effective in the way we operate our business,” Domenico said. “Enterasys delivers the best long-term solution: not only is the technology innovative and proven with unmatched security, manageability, and performance – but the lower amount of required time and money ensures we realize a rapid return on investment overall.” ■



Win \$1,000

Which VoIP vendors can Enterasys discover, classify, prioritize and secure?

Submit your answer to impact@enterasys.com.

Enter the word “Contest” in the subject line. One winner of the \$1,000 prize will be chosen at random from all correct entries and announced in the October edition of Impact. **Good luck!**

Enterasys employees and their families are not eligible to enter.

New & Improved Knowledgebase – You Asked, We Listened!

This past December, the Enterasys Customer Council (ECC) asked for improvements to our technical support knowledgebase. Six months later we delivered.

An early prototype of the new and improved knowledgebase was unveiled at our June ECC meeting. The [new knowledgebase](#) offers significantly improved functionality combined with new features to offer faster access to content, fewer escalations and quick access to top FAQs by product line. In a nutshell, the new knowledgebase provides simplified electronic access to Enterasys solutions for customers and partners.

Our core objectives are to simplify and expand search capabilities; make finding the right content quick and easy; and enable collaborative content development between Enterasys, customers and partners.

The new knowledgebase features:

- Automated new content notifications to customers, partners, and employees
- Industry recognized search engine capability
- Role-based access control and authoring capability
- Comprehensive reporting capabilities; and much, much, more

The new knowledgebase – just another example that we mean it when we say that “there is nothing more important than our customers” – is available now. What are you waiting for? We urge you to give the [new knowledgebase](#) a test drive and let us know what you think. It is through usage that the knowledgebase will grow and become a rich source of useful information that will improve your experience with Enterasys and make your job easier. After all, that is what it’s all about. ■

What Customers Are Saying

“The new knowledgebase has enabled the University of North Carolina to be more self-sufficient. We can now search manuals and release notes by product and technology category. The browsing capabilities through the knowledgebase, especially by category, is most excellent. This new knowledgebase has greatly improved our ability to resolve issues on our own.”

–Mike Hawkins, University of North Carolina at Chapel Hill

“The new knowledgebase shows significant improvement compared to the original. Keywords and phrases that used to be difficult or even impossible to find, now result in meaningful hits. The ability to BROWSE by product helps to find information where the keyword doesn’t result in a hit by showing us a complete document listing. In short - we save time and frustration with the new knowledgebase.”

– Stephen Faulkner, Rikshospitalet, University Hospital, Oslo Norway

Deploying VoIP? How Are You Going to Secure It?



Enterprises worldwide want to ensure the same reliability, quality, manageability, mobility and security of the traditional PBX with new voice-over-IP (VoIP) and unified communications solutions. The Enterasys Secure Open Convergence solution delivers a way to sense and automatically respond to security threats against the IP telephony infrastructure; enforce network access control policies; and comply with regulations for monitoring and safety such as CALEA and E911 in the United States.

“Security is among the top concerns of enterprises deploying voice-over-IP systems today,” said [Brian Riggs](#), Research Director for Enterprise Communications at Current Analysis. “Software that detects unauthorized use of VoIP systems, prevents service disruption and eavesdropping, and monitors voice networks for new threats will be absolutely vital for businesses considering IP telephony as an alternative to more traditional forms of communication. With VoIP security often addressed in a haphazard fashion, a comprehensive solution for securing voice over both wireline and wireless IP networks will be a vital asset to enterprises of all sizes.”

The Enterasys integrated open-architecture approach to understand and manage the priority and security of unified communications supports any convergence application from any voice, video or data vendor. Whether you have invested in VoIP solutions from 3Com, Alcatel, Asterisk, Avaya, Cisco, Mitel, NEC (Sphere), Nortel, Panasonic, Polycom, ShoreTel, and/or Siemens – we can protect the confidentiality, integrity and availability of voice

services while ensuring compliance with internal policies and government regulations.

“As voice is an application, the selection of a voice vendor should be independent from the selection of a network infrastructure vendor”, said Gartner in a 2006 report entitled “Pitfalls Lurk Where IP Telephony Meets Network Access Control.”

Security is provided by the [Enterasys® NAC and Dragon®](#) advanced security applications and Enterasys [security enabled infrastructure](#) components for switching, routing and wireless. When voice is delivered as another application over the existing data infrastructure, it is vulnerable to all the threats associated with the data network. Enterasys Secure Networks embed security protections for every user and application to predict and proactively prevent such threats from disrupting voice, video and data communications. User-based and application-based Secure Networks policies save time and avoid errors when compared to traditional port-based and VLAN-based access control list (ACL) methods for network security:

- The Dragon Intrusion Detection/Prevention System (IDS/IPS) offers specific signatures and protocol behavioral analysis for required protocols such as H.323 and SIP which are used in IP telephony environments.
- The Enterasys NAC solution assesses, authenticates and authorizes VoIP users and telephony devices before allowing them onto the network while enforcing role-based policies after they are connected.
- E911 compliance is enabled by unique location services in

Enterasys NAC that immediately identify the user and physical location when an emergency call is placed.

- Compliance with the Communications Assistance for Law Enforcement Act (CALEA) allows individual voice conversations or calls to/from a specific user to be redirected from an Enterasys Matrix switch for subsequent recording and analysis.
- Enterasys switching, routing and wireless connectivity solutions embed policy-based security features on every interface and each device is protected from denial-of-service (DoS/DDoS), man-in-the-middle and spoofing attacks.

Mobility is delivered by [Enterasys RoamAbout® Direct Path Forwarding](#) to provide Voice-over-wireless (VoWiFi) without compromise or delay. Enterasys wireless switch controllers optimize network traffic based on the underlying application which allows latency-sensitive voice and video applications to intelligently communicate at the access point without requiring all traffic to be forwarded back through a WLAN controller. RoamAbout solutions migrate to IEEE 802.11n performance and scalability without upgrading the switching infrastructure or Power-over-Ethernet (PoE) environment to provide unified wired and wireless management of security and quality of service policies.

Manageability is provided through the [Enterasys NetSight®](#) suite of management applications that deliver policy-based visibility and control over convergence users, applications and devices. One click can equal a thousand actions as NetSight software enables

organizations to manage their network as a cohesive whole, rather than as a disparate set of individual devices.

Quality of voice services is assured as convergence endpoints are automatically discovered using standards-based Link Layer Discovery Protocol for Media Endpoint Discovery (LLDP-MED), Cisco Discovery Protocol (CDP) and other vendor-specific discovery protocols. Granular end-to-end QoS capabilities then prioritize voice traffic throughout the network using Layer 2 and Layer 3 mechanisms such as IEEE 802.1p and IP ToS/DSCP. [Enterasys Matrix®](#) switches feature a unique ability to separately secure and prioritize a phone, camera, printer and computer connected to a single network port to provide the business with granular flow-based visibility and control over individual voice, video and data conversations for each user and application.

Reliability is assured with high-availability hardware and software components of the [Enterasys Matrix and SecureStack™](#) switches and routers whose architecture has no single point of failure and supports 15.4 watt IEEE 802.3af PoE on all interfaces to power IP telephone handsets or other PoE devices. Rapid recovery Layer 2 and Layer 3 topology protocols immediately route around failed network connections.

To learn more about Enterasys Secure Convergence capabilities, please [download the whitepaper](#) or schedule a live demonstration at www.enterasys.com/demo. ■

Enterasys at the Top of Europe

The High Altitude Research Station, Jungfrauoch, may be just a “small” part of the overall network at the [University of Bern](#) - Switzerland’s third-largest university - but it is no doubt the highest altitude location powered by Enterasys Secure Networks. Enterasys CEO Mike Fabiaschi visited University of Bern and Jungfrauoch in August to learn more about how Matrix X-Series, N-Series, SecureStack, RoamAbout, Dragon and NetSight are delivering secure, reliable, high-performance connectivity to more than 17,000 users in 120 different locations.

Jungfrauoch is located in the heart of a glorious glacier world on the very roof of Europe where superb views extend as far as the summits of the Vosges Mountains in France and the Black Forest in Germany.



For 75 years the research station at Jungfrauoch has served scientists in pursuing their special projects

– projects that can only be performed at very high altitude – literally at the top of Europe.

An unspoiled, high-alpine environment at 3500 meters (nearly 11,500 feet) above sea level, the year-round accessibility via the Jungfrau Railway, and the excellent infrastructure, provide unique conditions for successful research in various disciplines. Without exaggeration it can be said that the station has enabled outstanding results in a wide variety of fields. Currently more than half of the projects are environmental and climate related. For more information, please visit:

<http://www.ifjungo.ch> ■

Upcoming Enterasys Events

Enterasys will be exhibiting at or participating in the following events. We hope to see you at one or more of them.



Infosecurity New York
September 10 - 12, 2007
Jacob Javits Convention Center
New York City, NY
Booth # 3226



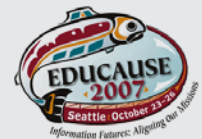
ISA Expo
October 2 - 4, 2007
Reliant Center, Houston, TX
Booth # 2371



Gartner Symposium ITXpo Orlando
October 7 - 12, 2007
Walt Disney World Dolphin Resort
Orlando, FL



Les Assises de la Sécurité
October 10 - 13, 2007
Monaco



EDUCAUSE
October 23 - 26, 2007
Washington State Convention & Trade Center
Seattle, WA
Booth # 744