

PRODUCT BRIEF

Make secure connections to trusted partners

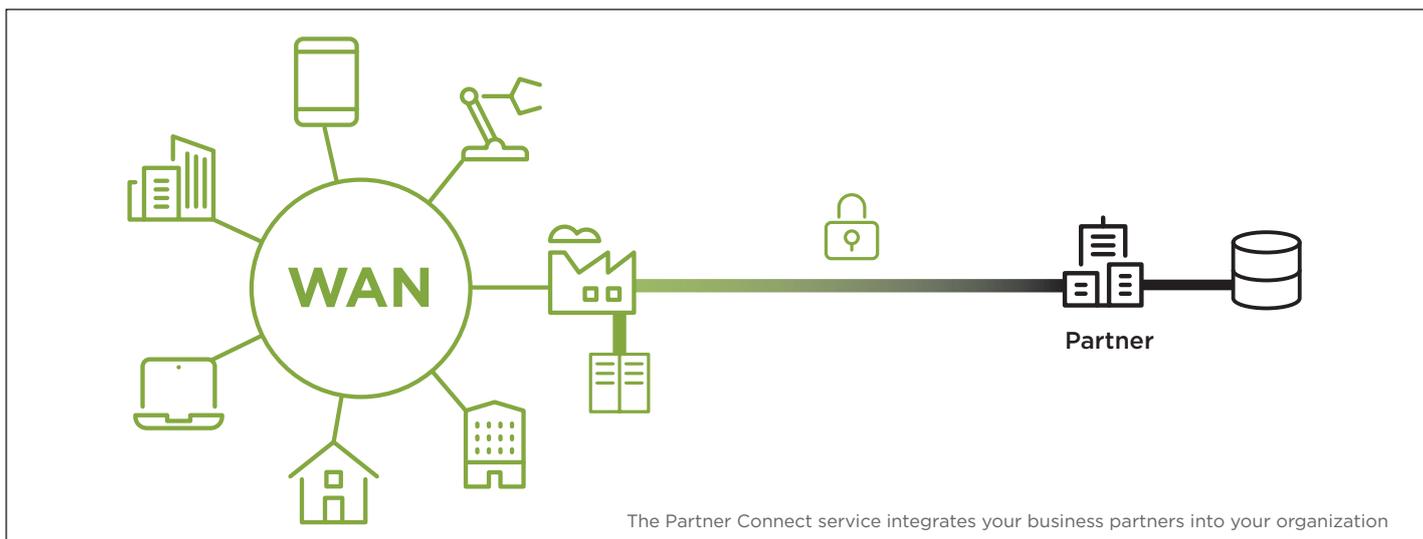
Connect a third-party site securely to your WAN

Communication with third-party systems is cumbersome and unreliable

Sometimes you need to connect third-party systems – such as partners of internal application software – to your WAN to allow communication between internal systems and partners’ resources. Since the two sides of such a connection are of different type and managed by independent parties, setting up is usually cumbersome, and operations – unreliable.

Securely and reliably integrate your business partners into your WAN

The Partner Connect service integrates your business partners into your organization by implementing encrypted connections for secure, reliable and integrity-protected communication. The service then monitors the usage, availability and performance of the business-critical partner connections.



What are the benefits of Open Systems Partner Connect?



Reduced integration complexity

Partner Connect is based on the same technology platform as all other Open Systems SD-WAN deployments. This allows integration into the Customer Portal and straightforward installation based on globally compatible best-practices including per-partner NAT and IP conflict resolution.



Visibility and control

Each partner connection includes quality reporting for the remote endpoint as well as qualified notifications about the partner connection status.

In addition, regular connectivity checks, automated self-healing and changes are taken care of by Open Systems operations.



Reliability with 24x7 intervention

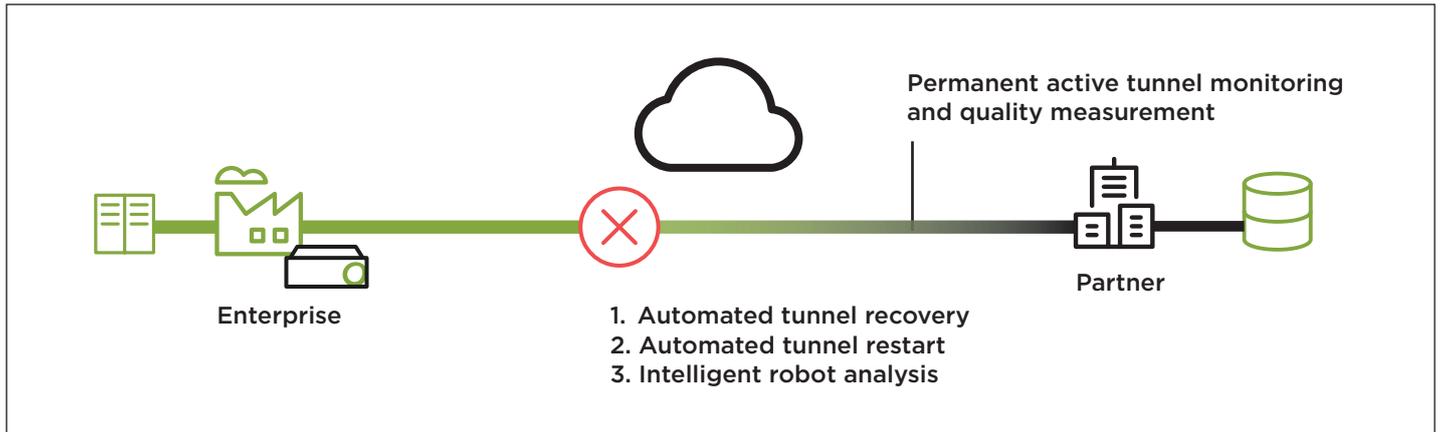
Active monitoring measures the quality of each connection, and VPN tunnels are automatically restarted, whenever issues are detected. If automatic recovery is not possible, an incident is escalated to the 24x7 expert-level support of Open Systems to investigate and resolve the issue.

How does Partner Connect work?

Monitoring and recovery and restarting automation

To set up a partner connection, various parameters are configured identically on both endpoints. If those parameters are not identical, then the partner connection cannot be established. The Partner Connect service simplifies the installation process by requesting only the relevant information and extending the rest of the configuration automatically. If there is still an inconsistency, intelligent tunnel monitoring analyzes the state and returns a well-founded, easy-to-under-

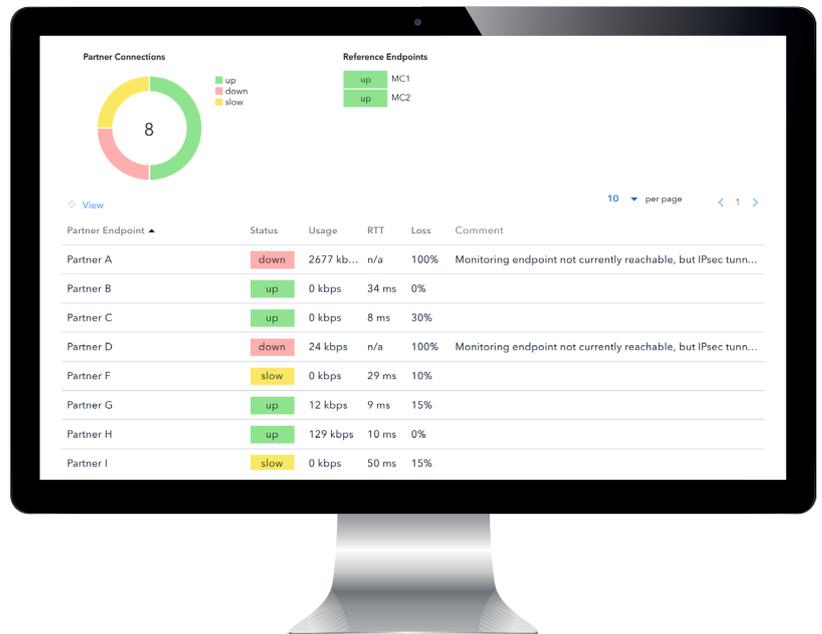
stand error message. Active monitoring measures the quality of each connection and identifies issues. If, for example, both endpoints are in an inconsistent state, communication does not work, even though the connection is still up. Such states are detected and recovered automatically. However, if a connection cannot be recovered or restarted, the issue is escalated automatically. And an expert in 24x7 Open Systems operations begins investigating to ensure consistent configuration and stable connections.



Connection insights and statistics

Partner Connect statistics are generated in real time and show the status of the tunnels as well as a detailed view. Using intelligent tunnel monitoring, the tunnel state can be distinguished between up, slow and down. And the reason why a tunnel is down is shown in a comment field. If there is a host, located at the partner site, which can be used for monitoring, the Customer Portal can provide the same information as for a VPN tunnel in the WAN: usage, RTT, and packet loss of each single tunnel.

Note: If a host is not provided which the Partner Connect service can ping through the tunnel, then the monitoring capability is severely reduced.



Partner Connect as a dedicated deployment

Partner Connect is a Secure SD-WAN add-on and requires dedicated Open Systems deployment.



Open Systems is a secure access service edge (SASE) pioneer that enables organizations to connect to themselves, to the cloud, and to the rest of the world. With cloud-native architecture, secure intelligent edge, hybrid cloud support, 24x7 operations by level-3 engineers, and predictive analytics, the Open Systems SASE delivers a complete solution to network and security.