

SMARTNETWORK OVERVIEW



Cybera's **SmartNetwork**SM is a secure, affordable, fully managed, broadband networking solution, helping ensure the highest performance and return on investment of bandwidth-hungry IP-enabled applications.

In addition to its support of a wide range of demanding applications, Cybera's MPLS-based **SmartNetwork** architecture seamlessly integrates a wide range of cost-effective and high-performance broadband access technologies. The result is a secure, PCI-compliant data network customized to the needs of multi-location businesses in the retail, restaurant, convenience store, consumer financial services, and healthcare industries.

SmartNetwork provides customers with greater performance and reliability compared against satellite, VPN, or unmanaged telco broadband solutions. All **SmartNetwork** solutions include:

- Dedicated project management with on-site installation, 24/7 monitoring, proactive response, and on-site maintenance
- Comprehensive, industry-leading service level agreement (SLA)
- A complete, consolidated network solution with simple billing and no hidden costs

VERSATILE AND ROBUST

Through its unique, PCI-compliant architecture, **SmartNetwork** is able to support a broader range of customer applications than any other network solution. For each **SmartNetwork** connection, bandwidth can be scaled to meet the needs of current or future applications. **SmartNetwork** is the ideal choice for:

- Enterprise applications supporting POS systems, inventory management, human resources, accounting, marketing, customer loyalty and communication
- Financial transaction communication for credit/debit, stored value, ATM, loan, gift and loyalty program processing
- Real-time applications such as voice over IP, video conferencing, and video surveillance
- Secure connectivity that exceeds federal and industry requirements for retail, healthcare, government, and financial services.
- IP-enabled applications including Citrix and other thin-client solutions

AFFORDABLE TOTAL COST OF OWNERSHIP

No other network solution provides the value of **SmartNetwork**. Compared to satellite and VPN, the fully managed **SmartNetwork** solution results in an up to 50% percent lower total cost of ownership.



With no hidden costs,
SmartNetwork offers up to a
50% percent lower total
cost of ownership over
satellite and VPN.

SECURITY AND NETWORKING MADE SIMPLE

RELIABLE AND RESPONSIVE

Cybera backs its **SmartNetwork** with one of the most comprehensive SLAs in the industry. Unlike typical carrier SLAs, **SmartNetwork's** five-part SLA covers security, performance, and reliability over the entire network, including last mile, circuit, and CPE. Since its initial launch, **SmartNetwork** solutions have delivered overall uptime greater than 99.977%, including last mile connectivity.

Although many carriers claim to provide a managed service, only **SmartNetwork** delivers proactive end-to-end solutions management. Proactive notification simply means we reach out to customers to notify them of service interruptions more often than they contact us.

SmartNetwork delivers proactive end-to-end service and response with the following features:

- 24 x 7 x 365 network monitoring of all connections and premise equipment — the customer is usually notified in less than 30 minutes regarding any network issues that arise, usually before they are even aware of the problem
- Proactive support resulting in 5 times more outbound customer calls than inbound
- Direct access to senior-level support personnel
- Dedicated project manager assigned to oversee each **SmartNetwork** implementation
- Customized support plans based on business operating hours and requirements at each location

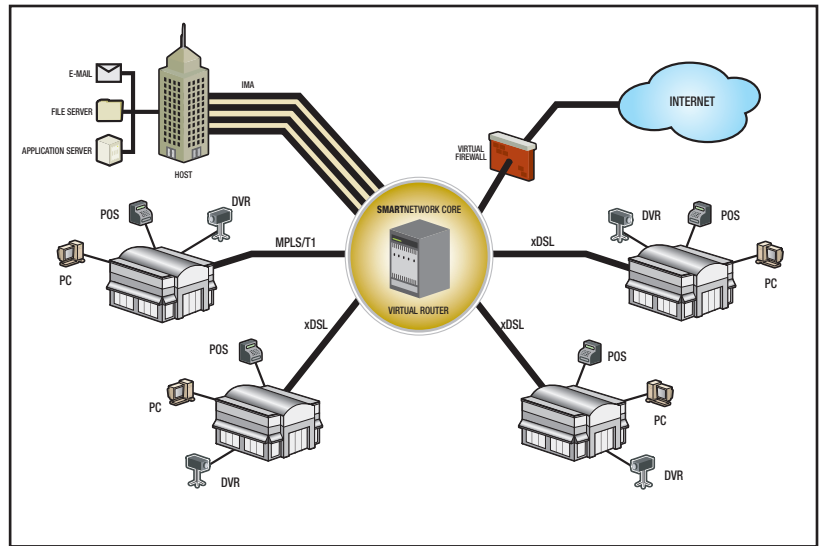
CUSTOMIZED DESIGN AND SUPPORT

Cybera's professional network engineers incorporate each customer's unique requirements into a customized **SmartNetwork** solution. By integrating the widest variety of connectivity options with a tailored support plan, **SmartNetwork** is able to provide the best solution for multi-location businesses at an affordable price. Cybera can customize the following features of **SmartNetwork**:

- Last mile bandwidth ranging from 56 Kbps to 155 Mbps and higher using ADSL, IDSL, SDSL, MPLS/T1, Private Line, Metro Ethernet, Multi-Link Frame Relay, and ATM
- Options for secure Internet access for e-mail, secure Web browsing, and Web-based applications
- Enhanced features for MPLS-enabled applications, policy-based forwarding, and a fully meshed network architecture

ABOUT CYBERA

Cybera, Inc. is a leading provider of managed security and network services. Cybera offers customers an enhanced MPLS+ core architecture, a portfolio of cost-effective broadband access types, a five-part SLA, and dedicated project management services with nationwide broadband coverage. Cybera's PCI compliant **SmartNetwork** is the secure wide area networking solution for the challenges faced by multi-site enterprises in the retail, restaurant, convenience store/petroleum, healthcare, and financial services industries.



SmartNetwork is specifically designed to meet each customer's needs.

SECURITY AND NETWORKING MADE SIMPLE