

# Inside Track

Our news on what's happening

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# Welcome to our October 2018 Newsletter!

At P&C Communications, we're dedicated to helping our all clients to maximise the potential of business technologies to improve communications and connectivity, ensuring your business remains firmly at the forefront, however your technological landscape may change.

## Palo Alto Framework

Palo Alto have put together an Application Framework as they recognise there are many Cybersecurity innovations from many sources that should be shared and integrated within their security solutions. With the Application Framework, you can use apps from the best and the brightest in the cybersecurity industry right away, so you can stay a step ahead of attackers.



## Global Protect cloud service for remote networks and mobile users

Global Protect cloud service reduces the operational burden associated with securing your remote networks and mobile users by leveraging a cloud-based security infrastructure managed by Palo Alto Networks.



### Key Features:

- ✓ Protects your distributed enterprise with consistent security policies supported by our next generation security platform prevention philosophy that encompasses:
- ✓ Complete visibility and control over all applications, across all ports
- ✓ Reduction of threat footprint by only allowing the applications you want and blocking all others
- ✓ Prevention of known attacks within allowed application flows  
Automated analysis and delivery of protection mechanisms for unknown attacks

## **How to Prevent Security Breaches on Endpoints when patching is not an option.**

As part of Palo Alto Networks Next-Generation Security Platform, Traps is the only endpoint protection product to automatically convert the threat intelligence gained from the global WildFire community (over 14,000 strong) and from multiple other threat intelligence sources into malware prevention.

**Palo Alto Networks Traps advanced endpoint protection achieved the rating of “Recommend” in the 2018 NSS Labs Advanced Endpoint Protection (AEP) due to total cost of ownership and security effectiveness.**

## **How can P&C Help...?**

### **1, Complete a Security Life Cycle Review (SLR)**

The Palo Alto Networks Security Lifecycle Review (SLR) is a great way to get visibility of what is really happening on your network. It will show where you have potential risks on your network that could affect your security. It will give you a full understanding of which applications are being used, including any ‘shadow’ applications that may not have been authorized by the IT department.

It will show URL traffic, content types, and will catalogue all potential threats on the network, known and unknown, and those linked to user behaviour. Best of all, it will give you recommendations for dealing with the risks that are identified.

### **2. Organise Ultimate Test Drives**

P&C Communications, as a Palo Alto partner, can organise for you to get behind the wheel of the Palo Alto Next-Generation Security Platform, and experience the power of Palo Alto Networks® with Ultimate Test Drives through technical resources from trained engineers.

### **3. Engage you with Palo Alto.**

Through our partnership with Palo Alto, we have been working with a number of organisations, and we are actively looking to work with you to provide the best possible security solutions.

## 4G & SD WAN combination

We have been implementing 4G solutions which offer good performance and fixed contract costs, so no surprises when the data is used and the bill comes in.

### **Scenario 1: Regional Building Society needs an alternative Internet connection as part of their DR plan...**

- A regional Building society lost all connectivity to the Internet and branches due to problems at their local telephone exchange. Additionally, this highlighted the need for connectivity that was flexible, low cost but high enough speed to provide connectivity for the business when required.
- The 4G was integrated within the comms infrastructure, but only brought online as and when required.
- Costs are based on a low cost monthly 1Gps data allowance SIM, that sits there each month, however, should we need to evoke connectivity for a longer period, we are able to move the SIM onto a higher data allowance, and charge the difference.
- Therefore, the Society has a low-cost solution for their DR that is flexible enough to scale and meet their business needs in the event of evoking DR.



### **Scenario 2: providing temporary Internet connectivity.**

A P&C customer was waiting for BT to deliver their dedicated fibre connection and we were able to provide a 4G connection, so that the new locations could become operational.

**Technology investigation** - We are currently working on a project to use 4G with SD WAN, so we can integrate a primary and secondary branch connections together. Some branches are still limited with connectivity options, so we are testing SD WAN technology to provide additional bandwidth via 4G bandwidths which offers good speed, flexible contracts and we can also provide redundancy.

## Avaya Update with new Call Recording and Reporting

Avaya Call Reporting (formerly Avaya Chronical) helps customers manage their calls with ease and confidence through cradle to grave reporting.



Capabilities include a recording library, and real-time agent dashboards to deliver visual call management with wallboards and customised agent dashboard displays. Avaya Call Reporting extends the value of IP Office and is now available and supported directly by Avaya.

## Wireless Conference phone - lose the wires!



Konftel Wireless Conference Phone

P&C Communications have recently assisted in coming up with a solution to a customer's requirement to be able to easily hold high quality conference calls in multiple conference rooms. The solution needed to be very flexible and be able to work without any additional infrastructure.

P&C chose to use a wireless conference phone, Konftel 300Wx, as this allows people to hold meetings wherever is convenient – without worrying about network and power outlets. The wireless DECT technology used is both reliable and secure.

## Continued...

The rechargeable battery ensures more than 60 call hours, so you can talk for a full work week without recharging! The solution has proven to work very well (with additional units now being deployed) with very positive feedback being received.

The above was added to an existing Avaya IP Office solution (using 3rd Party SIP Licenses) but could be used with a number of different PBX's.

## P&C's wireless Services

P&C Communications can provide various types of wireless survey. Desk Based/Predictive site survey (usually free of charge), on-site pre-deployment survey (chargeable) and on-site verification or troubleshooting survey (chargeable).



Our engineers use industry leading software to produce reports that are simple to read whilst giving all the information required for a successful wi-fi implementation.

### **Desk Based Site Survey**

The Desk Based Wireless Survey service is provided by P& C Communications Pre-Sales Engineers. It gives an overview of optimal wireless access point locations and basic settings, for budgetary purposes. The Customer will provide P&C Engineers with an accurate digital floor plan, from which a report can be produced.

The completed report is returned to the customer, showing the number of access points and their approximate placement locations. The report can be



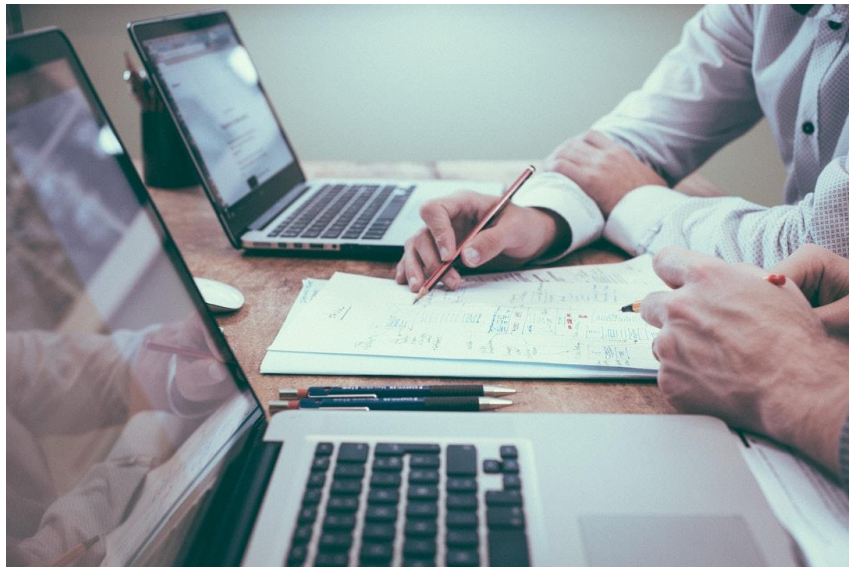
**Continued...**

used to assist in make decisions surrounding allotting suitable budgets to projects and identify any possible additional infrastructure requirements.

*Note: It is highly recommended that a Wireless Verification Survey be performed prior to final purchase decisions of APs. This verifies all assumptions made in the predictive service.*

### **On-Site Survey (Pre-Deployment)**

On Site Wireless Surveys are provided by P&C Communications Wireless Engineers. Engineers will utilise the previously performed desk based predictive survey as a baseline for the on-site verification survey. Test Access Points (APs) will be used to provide real time results. The Survey provides confirmation of



access point requirements and their exact placements, as well as recommendations regarding configuration to optimise coverage. This report will also be useful for cabling and implementation services.

Once completed, a survey report is issued. This report provides a quick summary using layout images as well as detailed information about various elements of the survey's findings, along with recommendations to be applied to the implementation of the wireless network.

## On-Site Survey (Verification / Troubleshooting Surveys)

On Site Wireless Surveys are provided by P&C Communications Wireless Engineers. This type of survey is used to validate a recently commissioned or modified wireless system and to give assurances that the Wi-Fi is working correctly according to the live wireless environment.

If wireless interference is discovered spectrum analysis tools\* can be used to identify specific issues. The results from these surveys will allow changes to be made to configuration, standard settings are correct.

*\*Note: Detailed Spectrum Analysis/Troubleshooting Surveys may require an additional charge.*



To enquire about a free (no obligation) desk-based survey, or request a quotation for our on-site Survey services please contact us on 01744 542 420 or email us at [info@p-ccomms.com](mailto:info@p-ccomms.com)