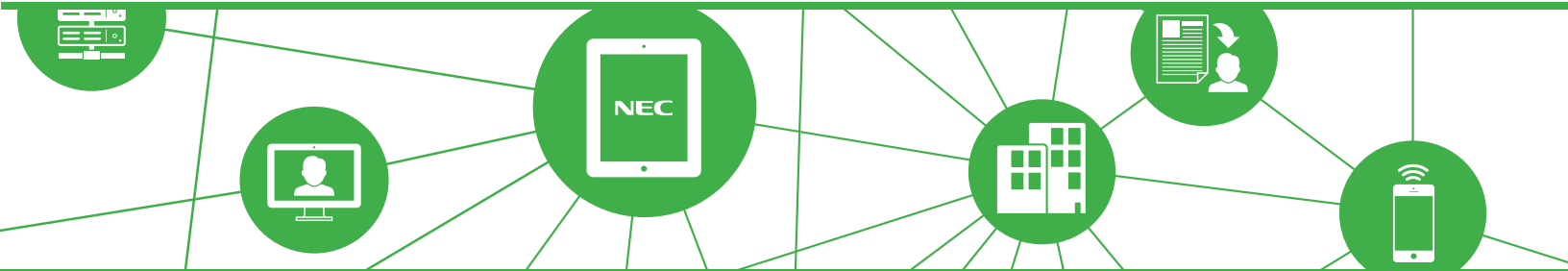


NECommand Service Offerings



How do you unify your IT Operations Management?

See how NEC manages critical business applications across the enterprise

- Complete discovery of data center, private and public cloud assets
- Deliver policy based management infrastructure for enhanced IT operations management
- Create comprehensive service maps of on- premise and cloud elements for your business applications
- Manage incidents, tickets and root cause diagnostics down to the device level
- Integrated Change Management

nBuild

- Expert guidance and services that speeds deployment and reduces the cost of infrastructure installation and upgrades.

nMaintain

- Exceptional support for Cisco products made possible through flexible service options and single point technical assistance delivered directly by NEC.

nManage

- Managed services options that deliver enhanced reliability at reduced costs, backed by a team of highly skilled and certified support professionals.

Why NEC Managed Services?

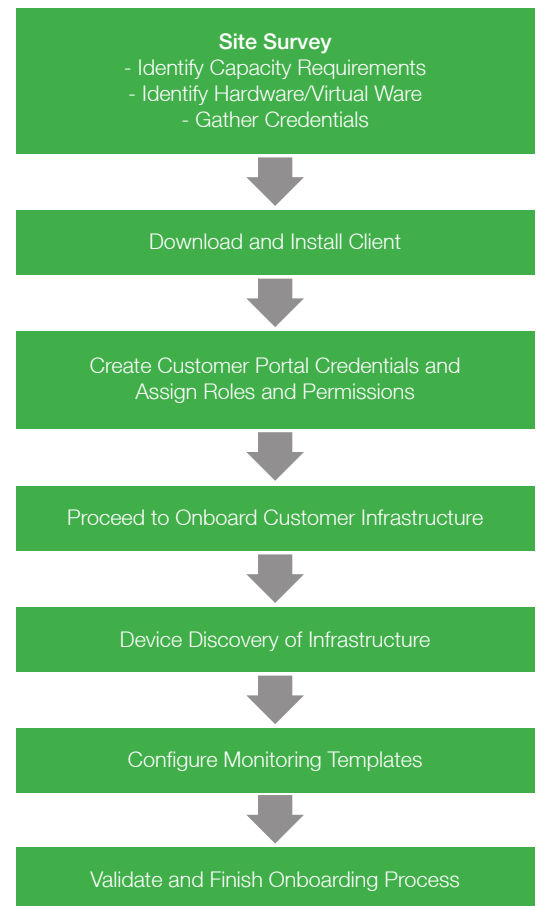
Network consulting and solutions from NEC guides your enterprise on the best ways to manage assets and maximize business goals through maintaining a strong Network posture. Comprehensive management and recommendations allow for an organization to maintain cost effective Network programs and enforceable policies.

Our Network management services ensure your IT department is kept informed of the latest information and status on all of your network elements. Powered by the NEC Network Engineering Team, NEC monitors, manages and will inform clients of events.

NEC is the single source provider of multi-vendor, full lifecycle Managed Services solutions

You compete in a complex and dynamic marketplace where differentiation is achieved through service excellence and execution. NEC understands the importance of service reliability, adaptability and management. Keeping your business up and running is a partnership and managing the complex network needs of multiple service environments is what NEC does best. NEC's strength and expertise as a Managed Service provider is supported by a track record spanning more than 114 years of engineering success and delivery support to organizations, both large and small.

NEC delivers a full lifecycle of Managed services and solutions that can be customized to suit your organization's needs. This includes comprehensive planning, implementation and support services for your business 24x7x365.



nManage Standard:

Managed network services provide an all in-one, easy solution for setting up, monitoring and operating network data and security services.

Unified Monitoring: Monitoring modern IT requires a solution that was designed from the ground up for today's IT environment. NECommand provides unified monitoring and management support for physical and virtual infrastructure elements and on-premise, private cloud, and public cloud infrastructure within a single integrated solution. If applicable, availability indicators will be collected from monitored components. When an incident is detected, notifications are provided according to the appropriate escalation procedures established with the Customer. This real time service is provided 24 hours per day, 365 days per year.

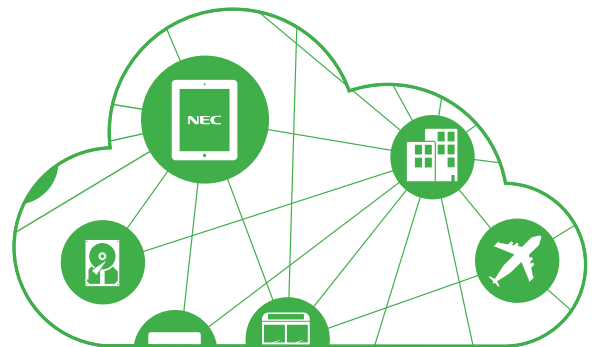
Performance Monitoring: Selected elements of monitored components will be actively monitored for performance 24 hours per day, 365 days per year. Where available, performance indicators will be collected from monitored components. When an incident is detected, notifications are provided according to the appropriate escalation procedures established with the Customer and the incident is correlated and isolated to its root cause where available and applicable. Once notifications have been sent, Monitoring is complete.

Event Monitoring: Selected elements of monitored components will be actively monitored for system events 24 hours per day, 365 days per year. When an event is detected, notifications are provided according to the appropriate escalation procedures established with the Customer and the event is correlated and isolated to its root cause where available and applicable. Once notifications have been sent, Monitoring is complete.

Web Portal Access: NEC provides an online portal for Customers to review incidents and tickets, incident and ticket metrics and various reports for monitored or Managed Components. Additional reports and services may be included depending upon the contracted services. Reports are viewable on an on-demand basis and many reports are schedulable by the Customer. The portal provides a means for the Customer to input trouble tickets and change requests along with the ability to review real-time and near-real-time information regarding their network.

Reporting: Track business performance with up-to-date information on your complete infrastructure.

Secure Remote Access: NECommand's secure remote access capabilities enable IT administrators to take remote control of client devices and execute specific tasks on the target device. Securely, conveniently access the console across servers, network devices, VoIP Platform, and VM instances regardless of whether they are on-premise, on the private cloud, or on a public cloud. Support multiple access protocols including SSH, RDP, telnet, VNC, Remote Shell, and file transfer. Ensure administrators can access all authorized elements, and only those elements, with role-based access controls and stored credentials. Administrators authenticate once to NECommand platform and then they can access everything they are authorized for. This includes the session recording and playback feature. This feature allows Administrators to review every keystroke and mouse click performed in a session.



nManage Premium:

nManage Premium is our most comprehensive managed service offering starting with the standard features, and the additional following advanced features.

Configuration Management: NECommand provides full support for configuration management in an easy-to-use SaaS solution that works right away. NECommand supports network configuration management, application management, and more!

- Back up both startup and runtime configurations. Maintain configurations for up to a year. Compare configurations to identify changes. Restore to previous configurations whenever needed.

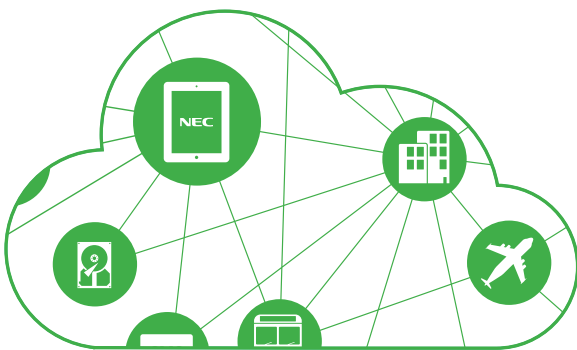
Change Management: The goal of change management is to make necessary changes in an efficient and accountable manner by utilizing industry standard methods and procedures. Change Management is the process used by the NEC Customer Support Operations Center (CSOC) for authorizing, documenting, performing and verifying all Moves, Adds, Changes and Deletes (MACD). Includes impact analysis prior to making changes and release management. Changes include both Customer requested changes and NEC CSOC recommended changes.

Vendor or Service Provider Management: If the Customer desires and provides a letter of agency, NEC can escalate and manage incidents with third party Maintenance Providers and Service Providers until resolved. NEC cannot be held responsible for delays incurred due to third party Maintenance Provider or Service Provider response/actions.

Premium Performance Management: In addition to monitoring key metrics related to availability and performance of managed devices, NEC CSOC will make recommendations regarding enhancement of the Customers environment based on the information gathered via monitoring.

Assigned Program Manager (APM): A Program Manager will be assigned to the Customer and will act as a single point of contact for managing the service. APM will conduct scheduled conference calls (as designated by the Customer and as is the Customer's practice) with Customer key operations personnel. The APM will work closely with other CSOC personnel to ensure Customer satisfaction.

Incident Management: Includes tracking incidents to resolution. Incident Management requires that all components managed be under maintenance contract for hardware and software. Changes required for incident resolution for example Software Patch Updates/Upgrades and configuration changes are not covered under Incident Management. If Customer requires or if an Incident requires changes mentioned above, NEC will treat those changes as a billable activity.



Orchestrating a brighter world

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