



Company Overview

ION Quick Facts

Company Type:
Hardware & Software
Manufacturer

Focus Areas:
Remote Services Delivery &
Security

Founded:
1982

Corporate Headquarters:
New Jersey, USA

URL:
www.ion-networks.com

ABOUT ION

ION Networks, Inc. is the most trusted name in remote services delivery and secure access technology. ION's suite of tools enables service providers, government and military agencies, and corporate IT departments to remotely manage, monitor, and secure critical devices on voice and data networks. Over half the world's top telecommunications firms use ION technology for remote services delivery. An estimated 50,000 ION devices are currently deployed in over 35 countries worldwide.

KEY DIFFERENTIATORS

ION's all-in-one solution comprises both hardware and software components and provides value to enterprises and their service providers through: secure access to network devices, control of all administrative sessions and activities, and forensic audit trails. While other companies have built solutions to address various aspects of network security, ION has always focused on the secure remote administration space, making our solution far more robust, scalable, and secure than other products in the market today. Solutions using "terminal servers" or "alarm monitors" to achieve remote access fall short of providing comprehensive secure access, which should include secure in-band and out-of-band access, alarm processing, security/encryption, single sign-on functionality, two factor authentication, forensic monitoring/keystroke logging, scalability, etc.

ION's solution meets the needs of both the service provider's operations group charged with network management and uptime (ease of access, scalability to 1000's of end points, alarm processing, etc.) as well as the enterprise's security group that needs to ensure the solution does not compromise security policies (two factor authentication, 3DES encryption, IPSec and SSH, etc.).

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MARKET DRIVERS

Security Compliance Initiatives: A number of very visible factors and trends have recently combined to elevate network security to a major priority for senior corporate management. New legislation such as Sarbanes-Oxley, HIPAA, Gramm-Leach-Bliley and Basel II in Europe mandate stringent information security standards and hold senior management personally liable for information abuses through network security lapses. As a result, worldwide spending on compliance technology was estimated at \$7.5 billion in 2005 and is expected to grow 22% annually (*Wall Street Journal*, December 9, 2005). ION easily enables necessary remote access to critical voice and IT systems, while meeting strict enterprise security guidelines.

VoIP Convergence: Ovum Research predicts that that 30% of large companies and 39% of medium-sized companies plan to move from voice to Voice Over Internet Protocol (VoIP) within the next two years (Frost and Sullivan, September 19, 2006 Briefing). This rapid growth in VoIP deployment has catapulted voice system implementations into the world of general networking including: network security, IT controls and corporate risk management. ION plays a pivotal role by facilitating a seamless transformation, without disrupting the core business of service providers or enterprise customers.

Managed Services Adoption: As both IT and voice systems grow in complexity, more companies than ever are turning to Managed Service Providers (MSPs) to maintain these critical systems. MSPs remotely manage and monitor voice and IT systems located on enterprise premises. Currently 40% of companies use one or more managed services, and that number is on the rise. (Business Communications Review, September 2006). IDC predicts the worldwide MSP market is expected to grow to more than \$21 billion by 2007 and \$41.5 billion by 2009 (Processor, April 2005). ION provides an out-of-the-box, highly cost effective remote services delivery platform, which addresses administration and security challenges. This allows MSPs to simplify costly, resource-intensive customer implementations and quickly deploy revenue-generating services.

ION SOLUTION AREAS

Remote Services Delivery: Using ION's highly scalable remote services delivery platform, service providers can remotely monitor and manage thousands of customer devices worldwide. ION's technology helps service providers connect to virtually any endpoint (e.g. IT device, VoIP device, legacy voice device) using virtually any type connectivity. Built-in security features help meet enterprise companies' security requirements, which helps significantly speed both the sales and deployment cycles.

Vendor Access Control: ION is the first company to offer an out-of-the-box Vendor Access Control (VAC) solution. From a security compliance perspective, companies must scrupulously manage the access and activities of all who maintain and support corporate voice and IT systems. This extends beyond employees to encompass all vendors who connect to and service these systems; service providers, equipment vendors, and consultants. ION's cost-effective, security policy-compliant solution offers visibility into vendor activities, access controls, along with detailed activity logs. The solution is appealing to enterprise customers who are seeking a simple, secure solution to tackling vendor access management.

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