



Services from Crypto AG

HELPING PEOPLE TO HELP THEMSELVES ON THE BATTLEFIELD

Keeping one step ahead of the opponent is a must in military operations. That requires a reliable exchange of information and secure data transfer. Armed forces also depend on open networks for this transfer, making the task all the more difficult. Open networks in particular are subject to a wide variety of different attacks. The best protection is “hard currency” of the kind represented by security solutions from Crypto AG. After analysing your people, processes and technologies, we implement the products. In-depth training of users and reliable operational support services round out the Crypto solution for military authorities.

by Casha Frigo Schmidiger, Publicist

The use of modern technologies makes life easier today. For everything from e-government to military command and control networks, the government's task is vastly more difficult without appropriate end-to-end networking. The flip side of the coin is that everyone relies increasingly on highly complex communication infrastructures.

These infrastructures and their networking are both a curse and a blessing. What began with a few students hacking a couple of websites for kicks has long since turned the present day into an age of cyber war. The criminal methods used in this war include espionage, defacement, countless DOS attacks, the planting of compromising hardware and material attacks. Damage is uncovered constantly. Major cyber attacks have been conducted against the International Monetary Fund (IMF) as well as defence companies in general and suppliers of equipment for military vehicles in particular. Oil and natural gas companies are frequent victims too.

Warfare on the Internet – what countermeasures are appropriate?

Once we leave the civilian realm behind, it becomes obvious that the battlefield has long ceased to be the only venue for carrying out military disputes. Early information on operational locations is also essential for every commander. The digitalisation of the battlefield is without a doubt a main priority for modern armed forces. Special protection is needed for seamless digital command and control capabilities. Fast and reliable information about the opponent and one's own troops is a question of survival. This leads to an accumulation of data, for example high-resolution satellite systems that circulate between the various headquarters. A high degree of security is crucial for these transmissions.

There are various ways to protect information from individual risks. For instance, information can be protected physically by locking up notebooks in a safe. Organisational protective measures entail defining clear processes. Finally, cryptographic measures require logical processes and security mechanisms based on the most modern protocols and cryptographic algorithms.

It is important for each organisation to be extremely consistent in eliminating risks pertaining to sensitive information. The most efficient way an organisation can do so is by securely encrypting all information, making exclusive use of separate, tamper-proof hardware.

The Crypto solutions idea

Hardware encryption is only one part of the comprehensive Crypto solution. Other components are thorough advice and an analysis of the people, processes and technologies involved. Then customers must identify and implement the correct security solution and undergo training in the use of Crypto Services. Specific service level agreements help to promote the longevity of Crypto products.

Education Services

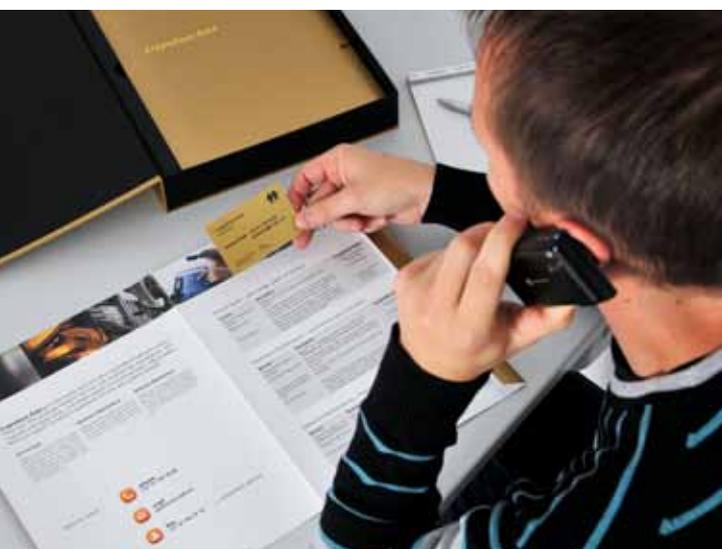
The Crypto Academy was granted the “Premium Class” seal of quality from the International Training Centre Institute. With its holistic approach to training, the Academy enables customers to respond proactively to the requirements of the current heightened threat level and to use Crypto products appropriately.

Operational Support Services

Operational Support Services consider the ICT system as a whole, from concept inception to system change, and take optimal account of the environment already installed. They thereby protect the investment in the long term and ensure that no surprises arise throughout the service life of the system.

The better the products are maintained, the longer they will be in service

CryptoCare Services for ensuring maintenance at a predictable cost are integral to the Operational Support Services for Crypto products. Customers decide which care package they want. The only aspects common to all packages are a service desk with a single point of contact (SPoC) for all support inquiries, hardware maintenance with fast, reliable support, and software maintenance. ■



All your important numbers and information available immediately thanks to CryptoCare.

SILVER

CryptoCare Silver

If you acquire a CryptoCare Silver package, the services are rendered externally at Crypto AG. The services are performed on request. You can contact our experts through the Crypto Service Desk by phone, fax or e-mail during office hours.

Further features

- High-quality support from headquarters
- Priority treatment of your concerns and inquiries
- Benefits from agreeing on the response and repair time in advance

GOLD

CryptoCare Gold

With the CryptoCare Gold package, you can be sure that downtime is kept to a minimum or that preventive actions are taken so failures do not occur in the first place. A highly qualified service technician on site at your premises sees to it that technical software or hardware problems are remedied as quickly as can be.

Further features

- Exclusive recommendations for preventive fault avoidance
- New software releases as soon as they appear on the market
- Specific training to heighten security awareness among your own personnel

CUSTOM

CryptoCare Custom

With the CryptoCare Custom package, you determine the scope of services based on your individual requirements. You can specifically adapt services from other service products such as service desk, hardware maintenance and software maintenance.

Further features

- Unlimited calls to the Crypto Service Desk
- Customer-specific information and reports
- On-site support or periodic transfer of knowledge at workshops