



Network Critical
The Window to your Network™

Network Critical: Your Value Partner



Company Overview

Network Critical is a global provider of permanent, reliable, modular tap and network access equipment. Over the last 10 years we have been providing innovative access solutions for data center, service provider, finance, government and e-commerce networks around the world.

If your organization relies on its network for transacting business, intelligence gathering or service delivery like many of our global customers, accuracy matters. If your organization depends on its network to keep revenue flowing and customers happy, dependability matters. If your organization is measured by its ability to produce positive financial results and quarterly growth, cost matters. Network Critical provides solutions that impact all these key business issues.

- The Network Critical Value Proposition includes:
- Products built to the highest standards for functionality and reliability
- Personalized support
- Competitive pricing
- A culture of uncompromised attention to the needs of our customers
- A financially stable, profitable and growing company
- Innovative designs that will keep pace with the ever-changing IT environment

Technology and Products

Voice, video, mobility, multiple computing platforms and growing web services are all contributing to the rapid movement toward faster access links. The shift from 1Gbps to 10Gbps is happening at a double-digit rate and will continue to accelerate over the next few years. In response to this market trend, Network Critical has brought to market a new family of high-speed network access products called AFS.

The Aggregating Filtering System (AFS) is designed to provide the highest density, 1G/10G full-featured access solution in the industry. The AFS is the cornerstone of a complete data center monitoring and security architecture. Saving valuable data center real estate, the AFS is available in 8, 16, 24 and 48 port versions all in a 1U footprint. It is also an industry leader in flexibility with every port capable of performing at 1Gbps or 10Gbps. As an example, network architects can pack up to 48 10Gbps ports in a 1U space at line speed with no blocking, buffering or delay using the 960Gbps AFS backplane.



The core of the AFS is developed around proven Marvell chip technology. Marvell, a leading fabless semiconductor company, ships over one billion chips a year. Marvell's expertise in microprocessor architecture and digital signal processing drives multiple platforms including high volume storage solutions, mobile and wireless, networking, consumer, and green products. World-class engineering and mixed-signal design expertise helps Marvell deliver critical building blocks to its partners.

The AFS is the latest in a long string of successful products in the Network Critical portfolio. Other products in the line include the SlimLine family of dual wavelength optical splitters and the SmartNA™ line of 1G access solutions. The SmartNA™ and AFS offer flexible architectures that enable network operators to increase network availability while allowing enhanced security and monitoring.

In addition to the newly released AFS product, Network Critical is committed to staying ahead of the access market with a very aggressive development plan. Some of the active new development projects include feature enhancements for existing products and an entirely new access platform that will support future market demand for 40Gbps and 100Gbps link speeds.

Reliability

The foundation of any network access platform is reliability. Any network device that is positioned in-line between network end points must provide the highest level of reliability. We understand that the weakest link is the point at which network availability is measured.

All Network Critical products are designed for maximum reliability with the highest quality components on the market. The AFS, for example, has a calculated Mean Time Between Failure (MTBF) of 149,621 hours (over 17 years). These calculations are based on component analysis in accordance with Task 203 of MIL-STD-785B; paragraph 2.4 of Task 100 of MIL-STD-756B; and the Telcordia Method I, "Reliability Prediction Procedure for Electronic Equipment", Telcordia Technologies Special Report, SR-332, Issue 2.

Network Critical access products are best suited for in-line connectivity. They are hardware-based systems that have no stacked operating system. Thus, they are not susceptible to the inherent reliability problems and operational downtime often found in software-based network appliances.



Support

Independent third party polls of Network Critical customers demonstrate the power of their support program. Customer polls that were conducted in 2009 and 2010 ranked Network Critical highest in reliability and support.

Network Critical's mantra of "Uncompromised Attention" rings consistent throughout the organization. From the field Account Managers, Technical Support, Inside Sales to non-customer facing activities, the customer reigns supreme.

In addition to the standard return-to-factory warranty on all products, Network Critical offers a Gold Support option that provides overnight, advanced replacement and priority technical support queuing for questions, configuration and other support issues. Trouble tickets can be entered directly from the company web site and will be processed within 24 hours. One other unique support feature is that a live person will always answer the phone during business hours.

Design and POC

Network Critical Regional Managers with the assistance of the Technical Support team will help with network design, drawings and configuration for pilots and proof-of-concept evaluations. The Regional Manager will work with customers to understand their needs and make sure the products are designed to meet the customer applications.

Proof-of-Concept orders are encouraged with no customer obligation. Network Critical believes that when they are involved early in the design process the outcome is positive. Further, having a Network Critical product expert work with the customer network design expert is the best way to be sure that all the project requirements are met without compromising the application or exceeding the budget.

Summary

Network Critical products are designed first and foremost with network reliability, availability and survivability in mind. The company culture of uncompromised attention guarantees that customers will receive superior support from the initial design stage through installation and beyond. This is the value that Network Critical provides, turning customers into **partners**.