



The Milestone Review

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How to Tap into the Brains of Experts

Milestone's training equips customers with the knowledge they need to gain the maximum value from state-of-the-art IT solutions.

When a customer says "It doesn't get any better than this!" you have to believe you're doing something right.

Any technology company can sell you a product, but Milestone Systems strives to ensure that your organization gains maximum value from that product. Milestone's training programs provide a very tangible reminder of this dedication to true partnership.

Milestone is an authorized training center (ATC) for several of the products it sells, including F5, IronPort, Blue Coat and Juniper. Milestone's training enables customers to tap into Milestone's deep technical expertise and learn the nuances that Milestone engineers have encountered in customer environments.

"One of the key things that differentiate our training from our competitors is that our instructors are field engineers," said Paul Eck, Training Manager, Milestone Systems. "That means when they're not training, they are out doing installs, doing presales and post-sales consulting, working with our customer installed base. And that goes for all the platforms for which we offer training."

One student who is a network admin for a disaster recovery services company recently commented, "Real-world examples during the training classes are the most benefit. Thank you for adding as many as you did. It doesn't get any better than this!"



"People in the IT industry want training because it helps them build experience and gain credibility in the industry, Eck explained. "It also helps them do their jobs and focus on things that are important. Sitting on the phone with the manufacturer's help desk is not efficient. Milestone's training helps IT professionals become more proficient and add more value to their organizations."

Real-World Experience in the Classroom

Because all of Milestone's training is certified, the curriculum is dictated by the manufacturer. However, Milestone's instructors bring in real-world examples and

utilize the hands-on lab experience to show how products work in particular environments.

“They’re able to bring experience into the classroom so they’re not just reading the textbook word for word and dictating it back to the students,” said Eck. “There are often scenarios where the book says to do it one way, according to best practices, but we have found a better way to do it when you have a certain kind of environment. That can save administrators a lot of time and frustration.”

The proof is found in the comments students write on the evaluation form after one class. Randy R commented, “This was one of the best classes I’ve taken. Material was very good and to the point. The instructor was extremely knowledgeable and had lots of real world experiences to help us understand the importance of the topics.”

Senior engineer/instructor Tom Olson teaches courses on Cisco IronPort’s Email Security Appliance (ESA) and Web Security Appliance (WSA). His classes have a significant lab component in which he teaches students the idiosyncrasies of those products.

“Most of our classes are 50 percent lecture and 50 percent lab, while some of the advanced classes are 30 percent lecture and 70 percent lab. There are so many things going on in these boxes, you’re not going to be able to optimize it if you just grab the user’s manual. That’s why the hands-on component is so important,” Olson said. “We do a lot of troubleshooting in the labs so students can see how to go about isolating problems. We point out things we’ve seen in the field and tell the stories that go along with them — without revealing who the clients are, of course.”

‘Go-To’ Experts

Olson teaches in cities around the country, including Washington, D.C., Boston, New York City, Chicago and

Minneapolis. While most of Milestone’s training engagements are east of a line from Minnesota to Texas, the firm has conducted training in 48 states.

“We can also go onsite and provide custom training for our enterprise customers that have an entire team supporting a particular technology,” Eck said. “It’s still certified training but it’s customized for the customer’s environment.

“A lot of customers choose our training because of relationships outside the classroom. Customers seek us out for training because we are the go-to people for the technologies we represent.”

Milestone decided to offer training almost a decade ago as a complement to its professional services and product sales. Eck says training is simply a natural offshoot of Milestone’s core business strategy.

“We like to position Milestone as the best in the industry for what we sell, and training helps us achieve that,” he said. “We can sell you the product, and we can install it, but we want to do the knowledge transfer and ensure that you’re getting the most out of your product. These solutions aren’t cheap — we don’t want to just drop it off and hope that you’ll figure out how to use it. Our training programs expose students to the experience our engineers have gained in the field so that they can help their organizations get the most from their technology investments.”

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From 'Wireless' to 'Mobile'



Juniper adds industry-leading mobility solutions to its enterprise networking portfolio to deliver a secure, high-quality experience to mobile users.

Today's converged networks demand that network connectivity be available anytime and anywhere for users. The explosion of mobile devices is further fueling the unprecedented need for connectivity, regardless of location or device. A recent report by Dell'Oro Group estimates that the enterprise wireless LAN (WLAN) technology market will grow from \$2.2 billion in 2010 to \$3.4 billion in 2014.

"Wireless is no longer a 'nice-to-have' technology — it is a primary means of network access for an increasingly mobile workforce. As a result, organizations are seeking to expand their wireless networks to provide secure, ubiquitous connectivity," said Terry Shidla, CISSP, Milestone Systems. "This isn't simply a matter of increasing coverage but a shift in focus. Wireless is evolving from an extension of the wired network infrastructure to a distinct architecture designed to deliver reliability, quality of service and

support for a wide range of mobile devices."

Organizations are also seeking to unify their wired and wireless networks to improve access control, security and policy management and provide users with a uniform experience. In response to these trends, Juniper Networks recently acquired Trapeze Networks from Belden, and has integrated Trapeze's enterprise WLAN systems and management software into its enterprise networking solutions. The acquisition makes WLAN infrastructure a key part of Juniper's portfolio.

"With the acquisition of Trapeze Networks, we extend our industry-leading routing, security and switching portfolio with proven and innovative WLAN technology that will enable our customers to provide a seamless, high-quality, secure experience to their users regardless of where and how they access their network," said David Yen, executive vice president and general manager, Fabric and Switching Technologies at Juniper Networks.

Scalability, Reliability and Performance

Shidla says that the rapid growth of WLAN deployments is fueling demand for solutions that streamline WLAN deployment, scalability and security. Juniper's WLAN solutions support these requirements in an architecture designed specifically for mobility.

"The Trapeze Network technology provides the highest levels of WLAN reliability, performance, security and management for today's most demanding mobile applications," Shidla said. "The company's innovative WLAN technology is highly complementary to Juniper's campus and branch switching, routing and security business. Networks based upon Juniper's end-to-end routing, security, wired and wireless switching infrastructure improve users' experience and increase their productivity regardless of location, while delivering lowest total cost of ownership."

An innovative architecture combines the advantages of centralized and distributed approaches to networking or "intelligent switching." This architecture allows organizations to adopt high-performance 802.11n networks, deliver high-quality voice for hundreds of users, and scale their WLANs across the enterprise indoors and outdoors without compromising security or manageability.

"Juniper intelligent, distributed wireless LAN architecture offloads encryption, packet inspection, and packet forwarding from centralized controllers to the access points. The processing capacity that comes with every access point is added to the network, reducing the need for expensive high-capacity controllers," said Shidla. "Juniper's technology is simpler to configure and manage than competitive solutions, increasing efficiency, decreasing time to value and lowering total cost of ownership."

Of course, security is vital to any WLAN infrastructure. Effective WLAN security depends upon a comprehensive framework covering all aspects of the wireless infrastructure, from the radio frequency (RF) layer all the way to the application layer. At the same time, organizations must create a seamless experience as users roam between locations and networks.

Everywhere Security

"Juniper's uses location- and role-based security to ensure secure network access across the enterprise," Shidla said. "Organizations can manage role-based profiles centrally for both wired and wireless networks, yet control access levels and adjust privileges dynamically based upon where users are, what they are doing and what device they are using."

"Juniper has also incorporated Trapeze's Ringmaster wireless LAN management suite and SmartPass wireless LAN security management solutions into its portfolio. Ringmaster helps network managers quickly plan, configure and deploy a wireless network, while Smart Pass enhances security through network intelligence and location data. These technologies work in concert with the Junos Pulse Mobile Security Suite, which ensures that devices have up-to-date security software and that corporate data can be erased if the device is lost."

An explosion in demand for wireless connectivity has many organizations thinking more strategically about their WLAN deployments. Through the addition of patented, industry-leading solutions from Trapeze Networks, Juniper offers a comprehensive, enterprise-class WLAN that provides scalability, security, manageability and a high-quality mobile experience.

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Could IT Staff Wreak Havoc on Your Network — Even After They’ve Left?

Forty percent of IT staff claim they could hold their companies hostage by withholding or hiding encryption keys.

Organizations place a lot of trust in their IT personnel, so when a key IT employee leaves or attempts to exploit his position of power, it can spell trouble. Often these risks are associated with weak administrator passwords and poor password management. However, a recent survey by Venafi found that similar threats arise when encryption keys aren’t managed properly.

Forty percent of IT staff surveyed admitted that they could hold their employers hostage — even after they’ve left for other employment — by making it difficult or impossible for their bosses to access vital data by withholding or hiding encryption keys. A third of survey respondents said that their knowledge of and access to encryption keys and certificates means

they could bring the company to a grinding halt with minimal effort and little to stop them.

Thirty-one percent of respondents said that they could still access organizational data because they could easily retain the encryption keys when they leave and access the information remotely. Twenty-four percent admitted that fear of losing encryption keys deterred them from investing in encryption key and certificate solutions to protect digital assets and secure sensitive system communications.

“There are very real threats associated with poor oversight and management of encryption keys, which are used for both system authentication and data protection,” said Tom Olson, Senior Network Engineer, Milestone Systems. “IT personnel who have left the company could cause havoc with their knowledge of encryption keys, shared passwords and weak controls.”

Management Is Key

The survey shows that 82 percent of companies now use digital certificates and encryption keys, but 43 percent admit to being locked out from their own information because people have left the organization or keys are lost. Seventy-six percent would use automation if they knew it existed, but these companies are unaware of how to manage their keys and certificates, leaving them exposed to unplanned system outages, security risks and reduced access to critical data.

“It’s a shame that so many people have been sold encryption but not the means or knowledge to manage it,” said Venafi CEO Jeff Hudson. “They have found out the hard way — after being locked out from their own information — that they need an automated solution to manage the thousands of keys and certificates they have. Once the data’s protected with encryption, the key becomes the data and the thing that must be managed and protected.

“Key encryption is only half the solution. IT departments must track where the keys are and monitor and manage who has access to them. What this survey reveals is that organizations need to quickly come to terms with how crucial encryption keys are to safeguard-



ing the entire enterprise as well as the heightened need for automated key and certificate management with access controls, separation of duties and improved polices. It’s no longer rocket science. There are some great solutions on the market that can manage and automate these assets at a click of a switch.”

Simple Solution

Milestone has partnered with Venafi to deliver the industry’s only recognized automated enterprise key and certificate management (EKCM) solution to Milestone’s customer base. Designed specifically for enterprise environments, Venafi solutions provide automated management capabilities for a wide range of digital certificate and encryption key technologies used by today’s enterprises, including symmetric keys, secure

shell (SSH) keys, asymmetric keys and digital certificates.

Venafi Encryption Director 6 provides out-of-the box automated management capabilities for the widest range of digital certificate and encryption key technologies used by today’s enterprises. Recognized by Gartner as a “Cool Vendor,” Venafi provides the only platform that allows organizations to automate discovery, monitoring, validation, management and security of the most commonly used encryption assets.

“Venafi delivered the first enterprise-class solution to automate the provisioning, discovery, monitoring and management of digital certificates and encryption keys — from the desktop to the datacenter — built specifically for encryption management interoperability across heterogeneous environments,” said Olson. “Venafi products reduce the risks associated with encryption deployments that result in data breaches, security audit failures and unplanned system outages.”

The Venafi data is based upon a survey of 500 IT security specialists taken at the InfoSecurity 2011 event in April this year. The full survey results and executive summary can be viewed at: www.venafi.com/InfoSecurity-data.

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Rapid Rise to the Cloud

Riverbed extends its success in WAN optimization to help speed access to cloud-based applications and storage.

The rapid growth of public and private cloud computing are placing enormous pressures on network transport and storage. To get the most out of the emerging “distributed recentralization” now occurring, IT departments, network operators and businesses of all sizes need to consider technology options that accelerate data transmission and reduce data volumes. These technologies bring many benefits, including improving user experiences, retaining more customers, and saving money on bandwidth and storage costs.

Riverbed offers two products for applications and storage in public cloud environments:

- Riverbed Cloud Steelhead accelerates the process of migrating data and applications to the public cloud, and accelerates access to that data and those applications from anywhere.
- The Riverbed Whitewater appliance provides organizations with a fast, secure and cost-efficient method to seamlessly integrate cloud storage into their existing backup environment and disaster recovery strategies.

With these solutions, Riverbed helps deliver flexible, accelerated performance without requiring IT

organizations to make changes to their current infrastructure.

“Virtualization, consolidation and cloud computing promise huge cost savings and improved efficiencies. As users move farther from their data, however, slow applications and file transfers can stall these strategic initiatives,” said Mark Greer, COO, Milestone Systems. “Riverbed delivers solutions that overcome performance issues caused by distance, distributed computing and ever-increasing amounts of data, delivering ‘local’ performance, no matter where the private data center or public cloud may be. Riverbed continues building on its success in the WAN optimization and network application performance markets with new and innovative solutions for access to applications and data deployed in the public cloud.”

Improving Performance

Enterprises looking to move data and applications to the public cloud face performance challenges caused by latency and bandwidth constraints. To overcome these performance barriers, Cloud Steelhead provides the same market-leading performance to organizations looking to leverage the public cloud.



“Cloud Steelhead is designed to easily install and scale within public cloud service provider environments, improving performance for applications hosted within the cloud as well as accelerating data migration to the cloud,” said Greer. “Customers using Cloud Steelhead have experienced up to 30X improvement in application performance and up to 98 percent data reduction.”

Riverbed has extended the breadth of partnerships with cloud service providers for Cloud Steelhead, giving customers greater freedom of choice when choosing to migrate data and services to the public cloud. With the expansion of its cloud service provider ecosystem, Riverbed offers its customers greater flexibility in choosing cloud service providers. Cloud Steelhead enables service providers to ensure enterprise-class performance for customers, enabling them to build differentiated service offerings for organizations looking to leverage the benefits of the cloud.

“Cloud Steelhead is the industry-leading cloud-intelligent WAN optimization solution, providing organizations with market-leading performance that was specifically engineered for use in cloud service provider environments. Additionally, Cloud Steelhead is easily installed and provides superior scale in order to help customers accelerate the migration of data to the cloud as well as improve performance for applications hosted within the cloud,” said Greer.

Backup in the Cloud

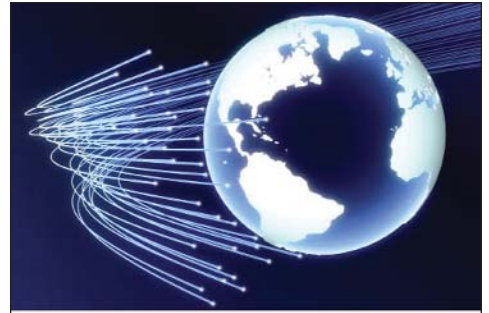
With Whitewater, organizations have a fast, secure and cost-efficient solution to seamlessly back up data to cloud storage environments. Whitewater connects directly to existing backup tools and cloud service provider application programming interfaces. It securely accelerates backup and recovery operations, de-duplicates and compresses data to reduce stor-

age costs in the cloud, and installs quickly without requiring changes to the existing backup infrastructure. The broad ecosystem for Whitewater enables organizations to flexibly transition between major cloud storage providers should requirements change.

“Working with cloud storage and backup solution providers, Riverbed is helping customers speed backup and select archive workloads into public cloud environments, and reduce costs without changes to their existing backup infrastructure,” Greer said. “Whitewater supports a broad and growing array of cloud storage and backup solution providers, offering customers unprecedented choice and flexibility. Enterprises gain the flexibility to choose the cloud storage solution that best meets their requirements for DR, data storage location, service level agreements and cost.”

With Whitewater, backup applications integrate seamlessly with public cloud storage, ensuring that enterprises can utilize public cloud storage without having to make any changes to their fine-tuned backup software and processes. Whitewater simply acts as a target for an organization’s current backup software, requiring no expensive integration or complex configuration. Organizations get the flexibility to use multiple backup software tools, or switch between tools at any point in the future for secure and accelerated DR in the cloud. Customers can set up Whitewater and move data to the cloud in less than an hour, providing a fast return on their investment.

When you’re ready to explore applications and storage in public cloud environments, contact authorized integrator and reseller, Milestone Systems, Inc.



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