

Medusa for Techies

Technical Specification

Medusa-ETS Server 1.6

Medusa is a well-established software product specifically designed to manage Internet and technical services in business centers and similar shared spaces. Medusa integrates into the technical infrastructure of a center and is designed to deliver revenue based on center-designed customer service plans. **ETS4Tech is our 'Preferred Partner' providing full installation and support service for centers in North America.**

Platform

Medusa replaces a bundle of general purpose equipment with a single solution designed specifically for business centers and other serviced space. The software runs on a secured resilient dedicated server, built by ETS4Tech.

Internet & Traffic Management

At its heart is a firewall and router, handling 1-4 Internet circuits with load balancing. Service is distributed to secure individual customer LANs each of which has independent DHCP, NAT, and optional Public IP routing or port forwarding. System resources include queue-based traffic management with QoS, service and IP routing and forwarding, and accounting. Traffic bandwidth guarantees ("slices") provide a T1 equivalent service without wasting unused bandwidth.

Center Distribution

The Server connects to VLAN switches to create the topology required for the center. The Patchless Database allows the function of each port and drop to be managed from the Medusa user screen. No programming of switches is thus required. Hotdesks (subscription-based access) DMZs for printers, Roaming and other environments are also created by Medusa.

Reporting, Billing and Center Admin

Medusa has a web-based user interface purposely written for center managers and organized as Suites (or companies). The web screens directly drive all functions so there is only one point of control. Medusa provides volume (MByte) billing by suite, traffic reports, and alerts. Service plans for a suite can be applied by a drop down box.

MEDUSA

Essential software package to provide Internet and infrastructure services for a center.

Patchless Medusa

Never patch again!
Control of the workstation function. A choice of 6 functions for each wallsocket. Free network for each suite – no equipment necessary. Eliminate those little switches from your rack.
Link offices from your desktop.

HyperConnectivity

Additional connections to customers for iPhones, PDAs etc.

Hyperspeed Centres

Surf at wow speeds - even the smallest center can profitably offer 30 Mbps or more.

HotDesks

Provide temporary timed and password based access for walk-in customers, conference rooms etc.

Wireless/WiFi

Uses simple low cost WIFI Access points directly connected to Medusa. Both Hotdesk and roaming modes.

Voice over IP support

Supports dual function handsets (voice & data). Supports both onsite and remote voice systems. Implement voice for Virtual customers.

Medusa ETS 1v6 Specification

- Medusa Firewall
- Multiple IP subnets per WAN.
- Operator Status Page with Go/NoGo indicators at-a-glance information.
- Switch Control: 1 VLAN Switch Bank (typically 1-6 switches organized as 1 bank). Fixed configuration of 1 service port per suite (See Patchless module).
- Supported VLAN switch makes: Allied Telesis, Cisco, HP; (check models). Others by agreement.
- Patchless Database controls room drops (jacks) from the User Interface – assign both customer and function.
- Suite Management Menu: Segregated network, billing & PIM data, Public IP management, Single IP routing, IP Forwarding, provisioning data, DHCP and local IP setup for 'plug and go'.
- Reporting Menu: Volume data records by time period, Traffic Graphs (MRTG), export CSV data.
- Group Management: 'at a click' service plan changes using standard plans or "groups" to deliver performance controls.
- Traffic Management Module: 9-level Queue based Quality of Service, Packet Routing & QoS rules, Sin-bin.
- Traffic QoS Plugins included: "Sinbin", Gold, Silver, Bronze, none.
- Burst and performance limit controls by customer or application. Hierarchical (multi-stage).
- Diagnostic utilities and suite network probes. Real time bandwidth graphical displays. TCPdump, ARP, Port and Host Scans, etc,
- System alerts on out-of bounds behavior
- Email SMTP Outbound Relay with domain access control and optional tagging.
- Local backup of configuration and data
- SLA level 3 Basic includes: free L3 tickets for 28 days after installation, 4 x L3 tickets per year, free software updates (6 month cycle), free security updates.
- Remote operation
- 1 training credit per year of operation.
- Hot desk Module, with VLAN integration and with Wifi support
- Center Roaming and WIFI support based with

Medusa Expansion included in ETS Full package only

- TM Bandwidth Guarantee slices up to 80% of circuit (allocated per WAN). Delivers uncontended bandwidth but unused bandwidth is burstable by share pool users.
- Additional WAN ports including load balancer and persistent session tracking, auto fail on circuit down over with active probe of circuit status
- Desktop Common Services - Common printer/scanner/fax, Network store for onsite backup, IPTV, building security.
- Multi-level user access by password.
- Extended Patchless operation – zero patch with full control of customer networks including private networks and up to 7 functions per network port. Essential for easy remote management.

Optional Modules and Services

- Switch Bank Expansion - Multistack fiber extension and hierarchical Vlan trunks (for large scale expansion to multiple floors and external buildings).
- Traffic Management QoS Plug-ins for Voice etc. Provides QoS targeted at specific applications (eg SIP Voice).
- Ultrasoft automated integration (forthcoming), and other accounting package integrations.
- Medusa Voice Handset Management – central provisioning, updates, plus QoS
- Medusa Voice Hosted Telephony management and routing.
- Medusa Voice Switch management and routing: Avaya, Cisco, Inter-Tel, others
- Customer Self Management (forthcoming)
- Resilience SLA : Extended SLAs
- Additional Support Level 3 Tickets, initial assessment free.
- Center Training programs
- Consultancy – Revenue Maximization, business process automation.