

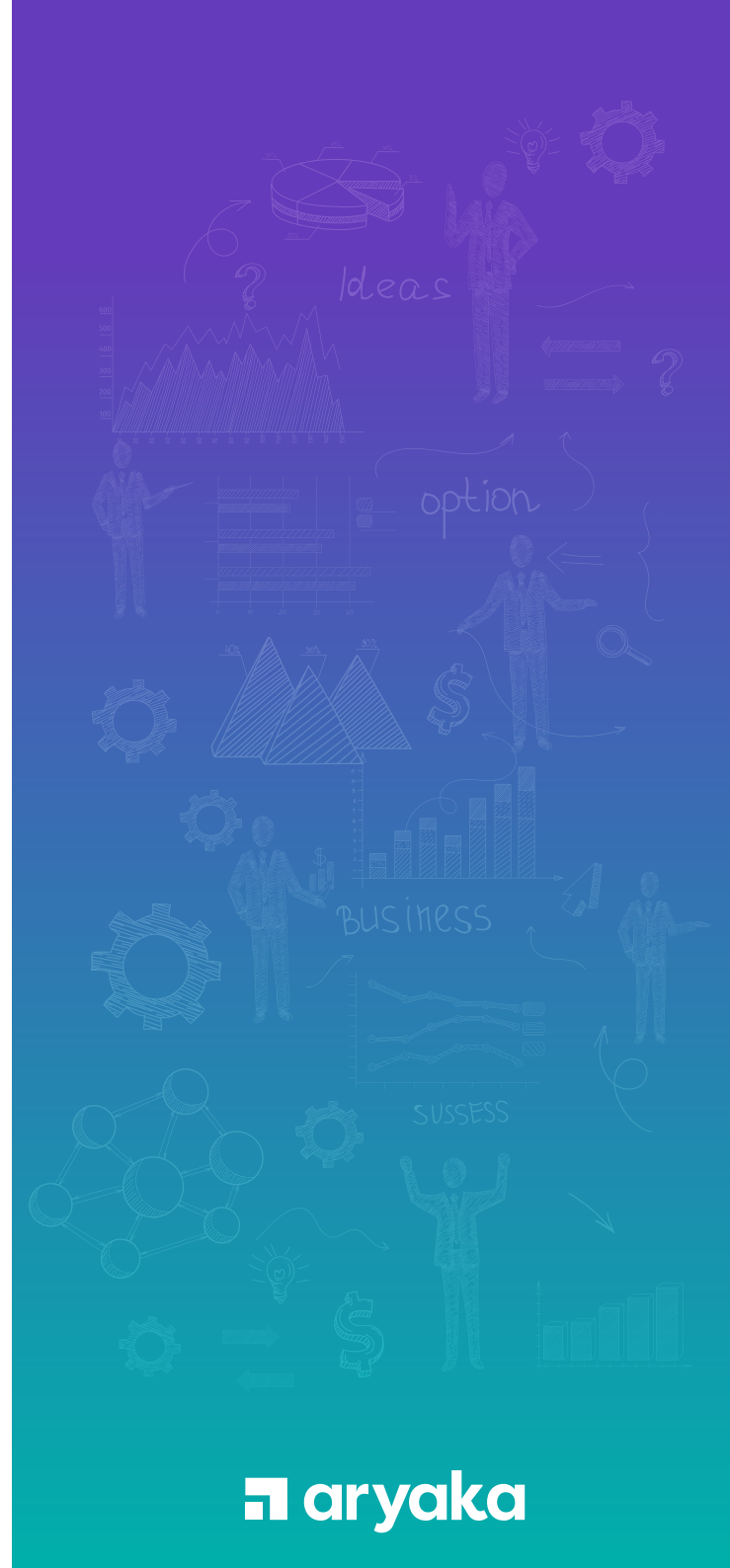


Aryaka Offers An Unparalleled Seamless Lifecycle Experience

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Aryaka Offers An Unparalleled Seamless Lifecycle Experience

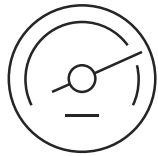


Cloud-First Approach Delivers Extraordinary Support and Service For A Delightful Customer Experience

As the digital economy accelerates, a massive shift is underway, from applications and workloads moving to the cloud, employees accessing the very same applications and workloads from anywhere, to the shift in expectations – and how to meet them – of a modern enterprise network and security services delivery to a more consumer friendly consumption model.

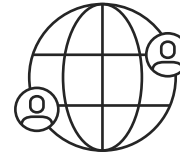


Business Changes Require a New and Different Approach in the Digital Age



Application and user bandwidth requirements...

...have grown and changed substantially, and enterprises are looking for an optimal balance of cost, flexibility, reliability, and performance that MPLS and the internet alone are challenged to provide.



The emergence of the hybrid workplace...

...has shifted the demands to providing connectivity that is flexible and adaptable. Employees need to be enabled to access applications and data for the same level of productivity, at home, on the road, and onsite (in the office, factory, store, or anywhere else).



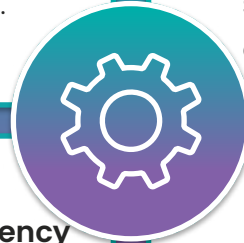
With the shift to the cloud, low-latency and secure connectivity...

...are paramount. Either via the internet or direct, private connections, users require fast and secure access to cloud and SaaS applications from any location. Legacy architectures that require the backhauling of traffic to the enterprise datacenter or rely on local internet breakout to the nearest cloud compromise performance and security.



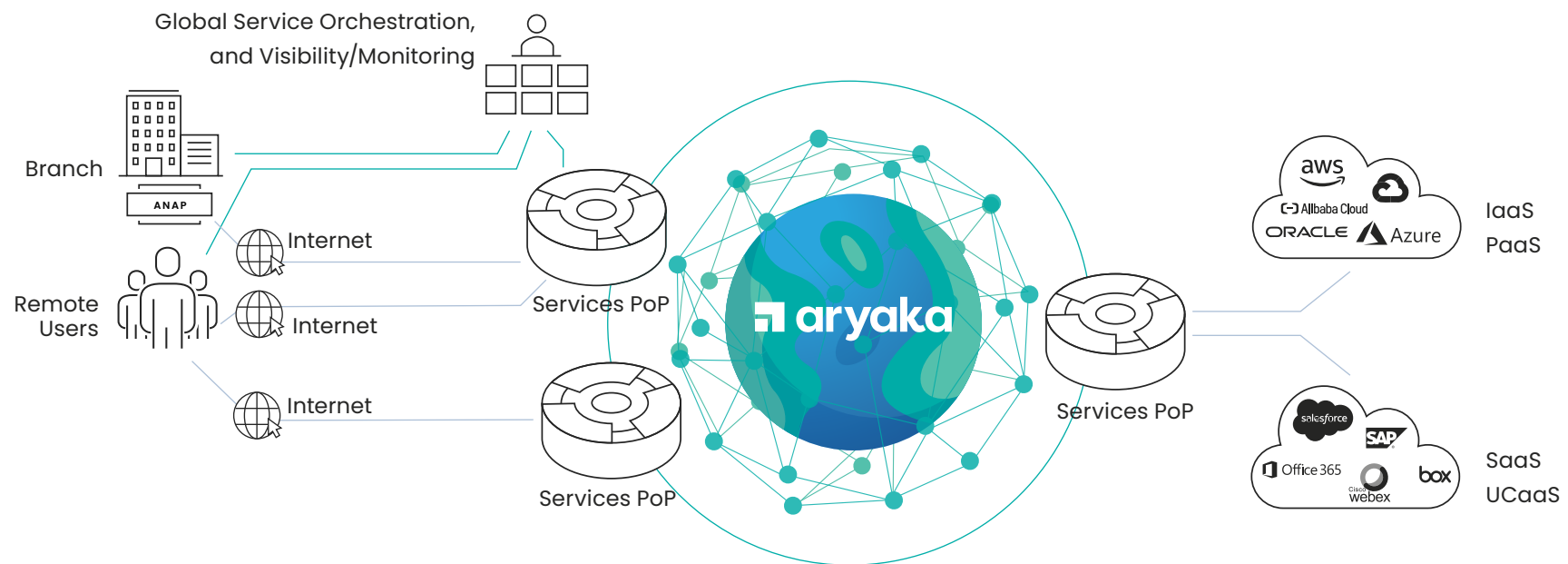
Enterprise IT needs to move at the speed of business...

...and the cloud (IaaS & SaaS) usage, remote & mobile users, geographical expansion, plus the proliferation of devices cause an increase of the attack surface & cybersecurity threats. This increases the complexity of 24x7 management while requiring a comprehensive approach to networking and security with agility and flexibility.



The Right Architecture Matters

The convergence of network as-a-service (NaaS) and network security as-a-service (NSaaS) - or as Gartner defines the SASE (Secure Access Service Edge), promises to address the needs of enterprises in the digital age. Aryaka's global Services PoP-based (Points-of-Presence) WAN, architecture combined with our own secure converged services edge, technology is ideal for the cloud-first delivery of services. We take a platform approach to provide integrated services spanning the branch, data center, and the remote user, while delivering application acceleration, network optimization, security, multi-cloud networking (Software-Defined Cloud Interconnect), analytics, and insights, leveraging global orchestration provisioning and management via our global NOC (Network Operating Center). In addition, Aryaka's managed services are backed by 24x7x365 multi-lingual customer support.



Aryaka Cloud-First WAN Architecture - Delivered as a Managed Service

Aryaka's architecture enables enterprises to adopt a cloud-first approach for their network and security infrastructure. It permits enterprises to significantly boost employee productivity and quickly roll out flexible hybrid workplace environments with an unparalleled performance experience for business applications.

The overall managed service delivery architecture results in a simplified customer experience through a single point of contact for issue resolution and total control over the innovation roadmap, an approach that is ultimately more responsive to customer requirements.

Pillars of Aryaka's Managed Services



Day-1 SLA-backed Global Backbone

- Optimized global and regional connectivity
- Multi-cloud connectivity globally
- High availability and high performance built into the architecture
- Flexible bandwidth allocation for remote and onsite users



Cloud-First Services Delivery

- Innovative roadmap and Aryaka patented technology
- Fast and flexible services roll-out
- Full control and visibility
- Automation supported analytics and insights



Seamless Service Management

- White-glove service onboarding and deployment
- Problem resolution expertise
- Integrated and intuitive single workflows
- Co-managed or fully managed models
- Last mile services with procurement and management worldwide



Day-1 SLA-Backed Global Backbone



Optimized Global and Regional Connectivity

Aryaka's 40+ global Services PoPs deliver managed service richness at the cloud edge, based on an architecture that integrates connectivity, compute, and storage, is very different from conventional transport hubs or virtual PoPs. Aryaka Services PoPs, placed within 30ms of any knowledge worker across the globe on six continents, are interconnected via dedicated Layer 2 links across the world, ensuring best-in-class end-to-end application performance and link availability SLAs that Aryaka's orchestration and visibility back up and that span the last, middle, and first miles.

Multi-Cloud Connectivity Globally

Aryaka's multi-cloud network as-a-service, or SDCI, delivers direct connectivity to public cloud PoPs including AWS, Azure, Google Cloud, Alibaba Cloud, and Oracle Cloud as well as direct connectivity to major SaaS applications. Aryaka provides Cloud Services Extensions (CSX) that extend the geographic reach and allow for rapid scalable access to over hundreds of cloud services globally by leveraging colocation providers and a software-defined fabric. CSX is fully managed by Aryaka, providing again a single point of contact and ease of use for customers.

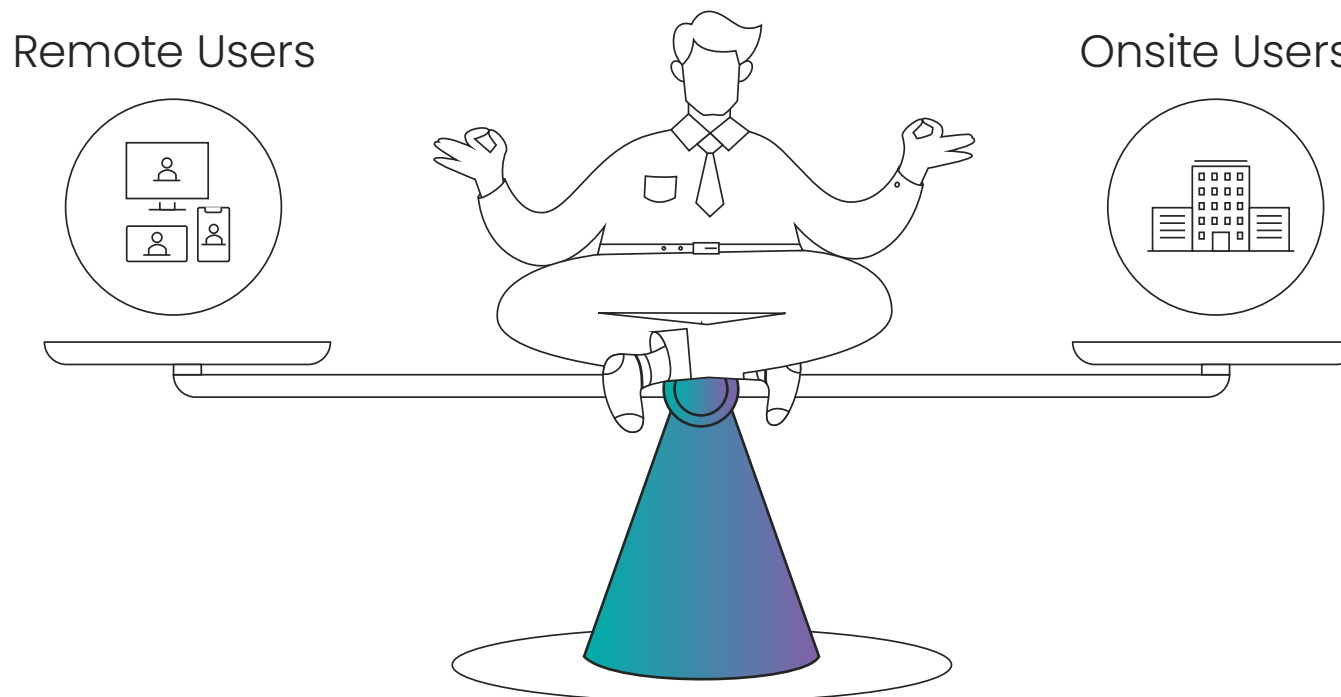
High Availability and High Performance

Aryaka provides multiple layers of redundancy across the network traffic path, thereby ensuring that customer connectivity to the Aryaka private core does not get compromised, and maintains the highest uptime and end-to-end Service Level Agreements (SLAs) with five nines for uptime and SLAs for packet loss jitter and latency. Middle Mile (Aryaka Core Backbone) redundancy is provided via redundant L1/ L2

private connectivity between all PoPs having any-to-any full mesh and partial mesh connectivity. Each PoP provides uninterrupted uptime with redundant systems at both the hardware and software layers. First and Last Mile redundancy consists of connectivity from the customer edge to the Services PoP edge and can be one or more edge links across different ISPs.

Flexible Bandwidth Allocation for Remote and Onsite Users

Aryaka's secure remote private access solution, delivered as a managed VPN as-a-service, leverages the high performance of the global core backbone, and combines flexible utilization of deterministic, dedicated network resources to both branch and remote users for maximum performance irrespective of traffic shifts between the two. In addition, the service offers consolidated visibility into network and application performance as well as security policies across enterprise core connectivity and all VPN domains.



Cloud-First Services Delivery



Innovative Roadmap and Aryaka Patented Technology

Patented application optimization, secure multi-cloud connectivity, private access remote worker aggregation, and security service integration are examples of capabilities delivered via Aryaka's Services PoPs.

Fast and Flexible Services Roll-Out

Deploying Aryaka completely eliminates the CAPEX of purchasing hardware and the ongoing expenses associated with legacy WAN infrastructures. Customers simply can tell Aryaka what is needed, and we do the rest to set up the required services. Aryaka eliminates costly waiting periods to spin up new sites and services and benefits from our ability to implement required changes rapidly, up and running in hours.

Full Control and Visibility

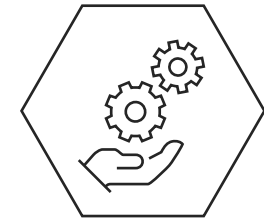
Aryaka delivers observability with complete visibility and control of thousands of applications and the overlay and underlay network infrastructure via the cloud-based MyAryaka portal and single service workflows for immediate insights and change management.

Automation Supported Analytics and Insights

Aryaka's support team uses an in-house network intelligence tool that leverages Big Data to list any anomalies detected in near real-time. The tool analyzes multiple parameters of deployed sites' to automatically detect anomalies and runs continuously to detect any behavior change.



Seamless Service Management



White-Glove Service Onboarding and Deployment

Aryaka has over a decade of expertise deploying customer networks worldwide with installments in over 100 countries. We know your place your trust in Aryaka with your business-critical applications on our network. The Aryaka onboarding process follows a proven hi-touch step-by-step approach that involves several functions to ensure the best customer experience. A dedicated project manager for onboarding and deployment is assigned who provides constant and timely communication. This is a critical aspect of the white-glove experience, and customers are fully involved and informed at each step. In deployment, customers can rely on pro-active monitoring and alerts, service management from dedicated support engineers, and regular service management meetings.

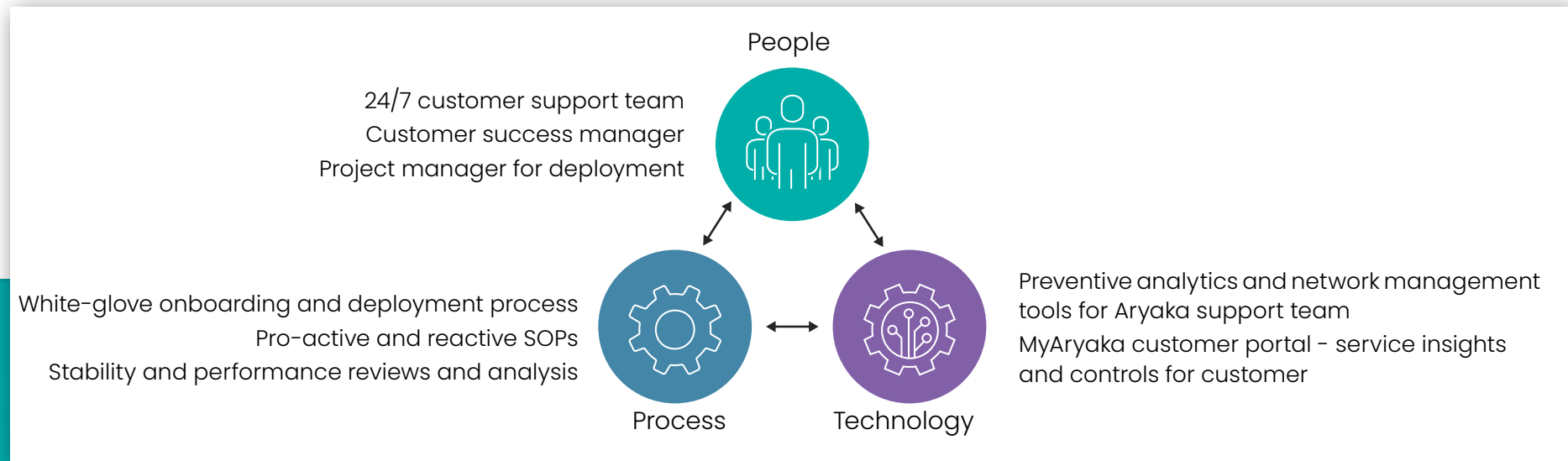


Problem Resolution Expertise

Aryaka's knowledgeable and continuously trained support staff is available 24x7 and offers support in multiple languages. A clearly defined process of prioritizing support issues and the escalation path for quick and expert problem resolution and SLAs are standard for all customer deployments. In addition, Aryaka provides SLAs for incident management and service requests and change requests clearly defined in scope and time to resolution. Customers also have access to self-help via the MyAryaka customer portal with a detailed knowledge base of deployment guides and documentation. Aryaka's support staff consistently earns five stars customer recommendations, also reflected in an industry-segment leading Net Promoter Score and Gartner Peer Insights Voice of the Customer inclusion.

Integrated and Intuitive Single Workflows

Aryaka applies agile methodology and continuous improvement for our service delivery and service optimization with our integrated platform and services workflow approach. Aryaka offers a seamless experience across the service lifecycle with a single point of contact. All issues are managed by Aryaka and supported by our trained experts. Proactive customer engagement and the tight integration of people, tools, and processes in a single, closed-loop workflow ensures a seamless experience. From onboarding, deployment, monitoring to troubleshooting, and change management, with Aryaka there is no handing over responsibility or accountability to technology vendors or 3rd party service providers.



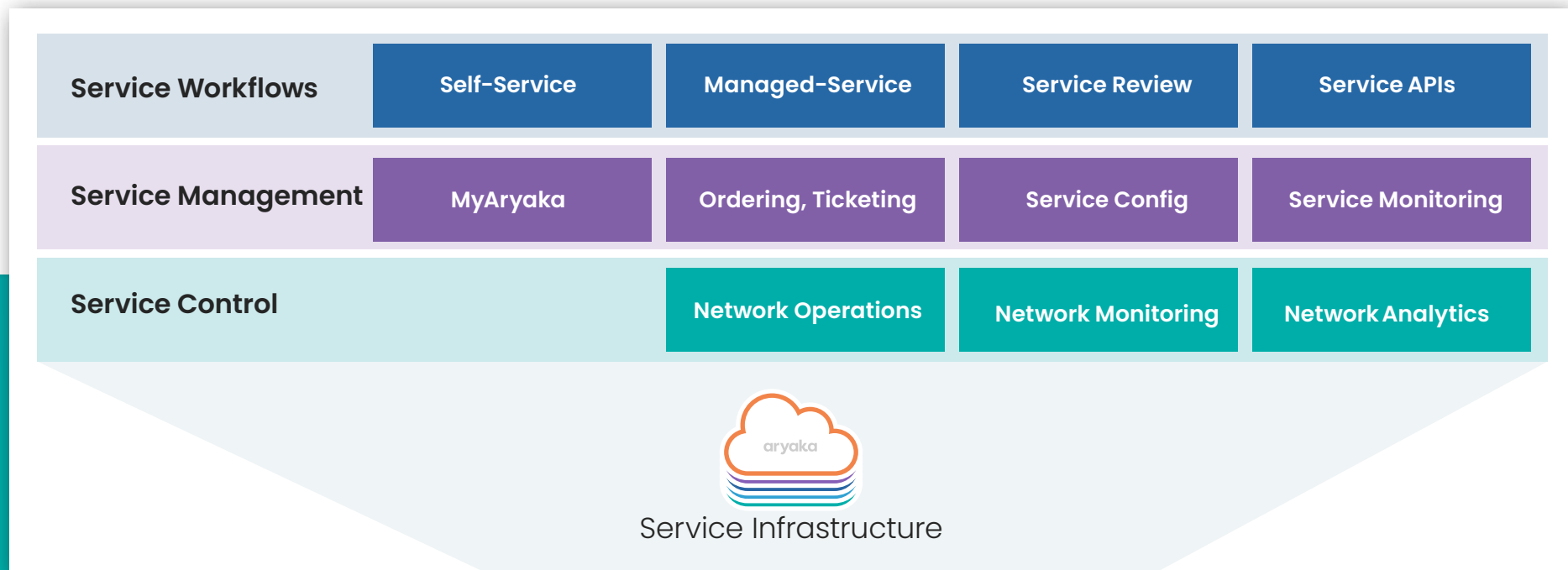
Co-Managed Or Fully Managed Models

Customers have the option to consume Aryaka's Managed Service as a fully managed service or select a co-managed model. This allows for flexibility and resource/investment protection of existing tools and processes that a customer may want to leverage for its networking and networking security infrastructure.

Tight Integration of Service Platform Infrastructure, Control, Management, and Workflows

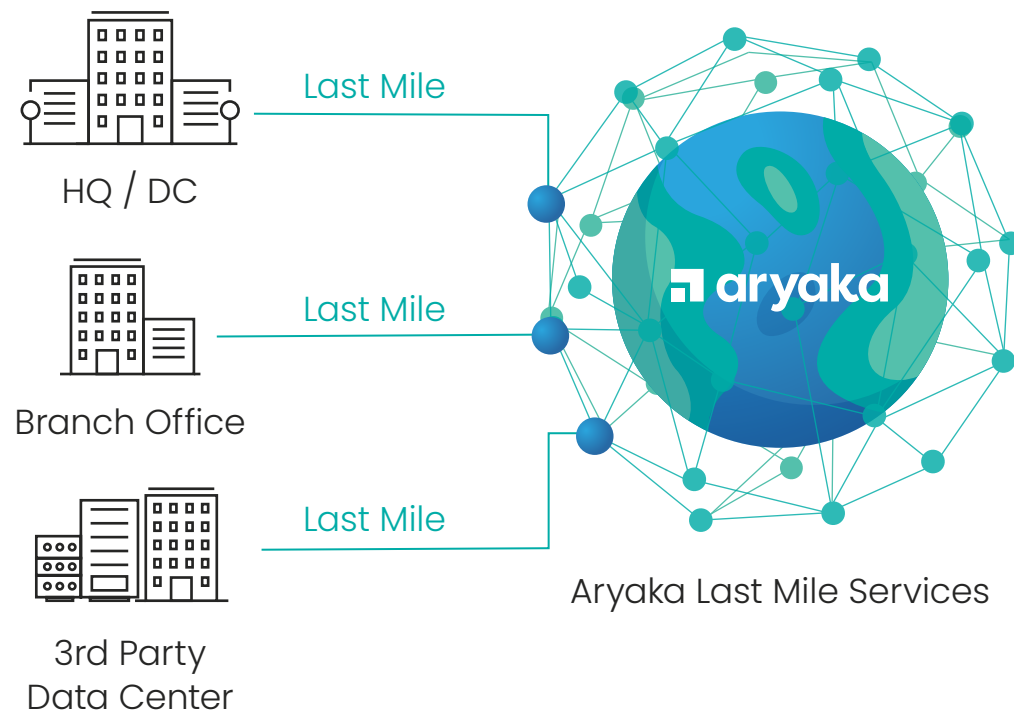
Aryaka's tight integration of infrastructure, cloud delivery and workflows allow for the rapid roll out and orchestration and management of all vital networking, cloud and security services as a cloud-based consumption model offers a simply better user experience. Ease of use, agility, and flexibility are built-in and available from the ground up and from Day 1. There is no waiting, no products to buy, no inventory to maintain, and no configurations, deployments, or patches to worry about. Customers choose to consume a service, and we take care of the rest. It is really that simple.

From service workflows to management and control, the experience is SaaS-like in consumption and very different from a traditional telco-carrier or managed service providers that offer services on top of someone else's network and rely on a variety of stitched together technologies.



Last Mile Services with Procurement and Management Worldwide

Aryaka Last Mile Services are available as an add-on service that simplifies contract management and payment processing while entirely relieving enterprises of essential network responsibilities, including link procurement, deployment, and monitoring, and responding to outages. Aryaka fully manages the last mile for our customers, from procuring and managing the onsite internet links and resolving issues that might disrupt services, so IT can focus on modernizing business as required in the digital age. Enterprises rely upon Aryaka Last Mile Services for a genuine headache-free global end-to-end network solution.



Last Mile Services with Procurement and Management Worldwide

Link Procurement – Provides activation planning and procurement of tier-1 broadband services regionally and worldwide.

Service Contract Management – A single Aryaka contact point to manage individual contracts across all vendors.

Customer support – Work with ISPs as the first point of contact when services are disrupted to identify root cause, improve link quality, and get you up and running fast.

Provisioning and Testing – Coordinate the provisioning and activation of the internet connection with service providers globally.

24x7x365 Link Monitoring – Provide around-the-clock monitoring of links, packet loss, and latency to proactively address network performance.

Service Impact Analysis – Produce in-depth data analysis from link monitoring, degradation in service, and service disruptions to prevent future challenges and outages.

Customer Notifications – Send regular updates on service issues, detailed incident reports, monthly summary reports, and insights about upcoming maintenance activities.

Maintenance Scheduling – Oversee, coordinate, and review all ISP maintenance activities, planned and un-planned.

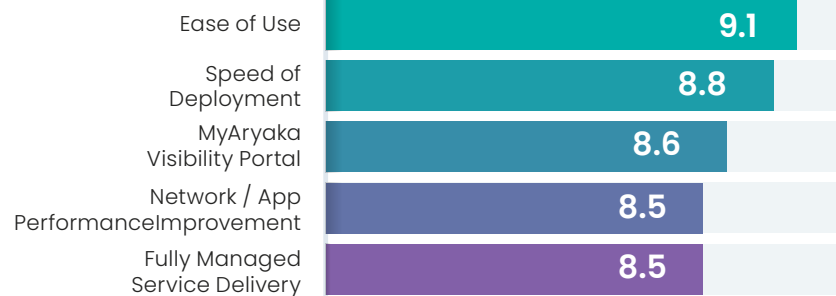



Gartner Peer Insights and Net Promoter Score

The Aryaka team lives and operates by six core values, namely: We do the right thing, our customers come first, we win together, we respect each other and value diversity, we own our outcomes, and we succeed through innovation. Aryaka's commitment to these values is what sets us apart from other service providers. We are proud to be recognized as a Gartner Peer Insights Customers' Choice in 2020 and 2021 and constantly strive to provide an unparalleled customer experience which is also reflected in our industry-leading Net Promoter Score.

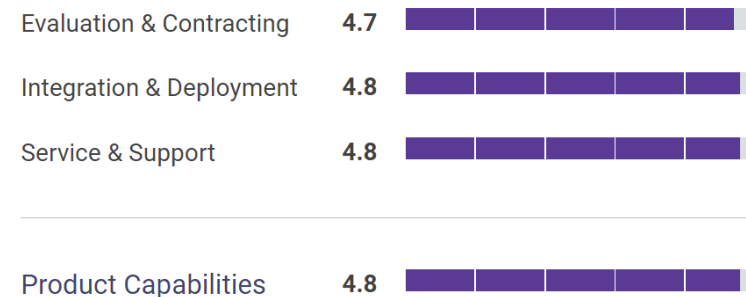
 **Satmetrix®**
Aryaka NPS Score

65



 98% Would Recommend

Customer Experience



Customer Testimonials

Aryaka is known and celebrated for its patented application acceleration technology. Simply put: applications run faster, more reliable – just better – on our network. Yet, while our customers come to Aryaka based on our technology and the promise of operational simplicity, they end up staying thanks to our relentless focus on customer service and our alignment with their business needs.

“Aryaka's support team is second to none. I've been doing this for a long time, and I have not seen a company drive excellence in support like Aryaka. That has transcended across many management changes. Aryaka has a great product and vision that's supported by the best engineers. Give yourselves a pat on the back and feel proud of what you do –it means a lot. You are the best of the best

— Ben Warner, IT Infrastructure Manager at Henny Penny

“Aryaka support? In one word: awesome! I don't know where you get the people, but I have never met people who work that diligently, are dedicated and quick. And also, they think with the customer. We don't have to specify what we want. If we explain what we want to do, they think with us to come up with a solution.

— Jan De Beule, Infrastructure Manager at Premium Sound Solutions

“During implementations, Aryaka support always gets the problem solved. They are true professionals.

— Tom Vesterlund, IT Manager, Cavotec International Ltd



Without Aryaka's Last Mile Management service, we would be struggling to manage and care for the various circuits we have in our global locations with our limited resources.

— Director of IT Small Business Computer Software Company

"Aside from the technical benefits, Aryaka's ability to monitor our network health and work directly with our ISP providers has significantly reduced the amount of time we spend on troubleshooting ISP-related issues.

— Director of Infrastructure, S&P 500 Electronics Company



About Aryaka

Aryaka is the leader in delivering Unified SASE as a Service, a fully integrated solution combining networking, security, and observability. Built for the demands of Generative AI as well as today's multi-cloud hybrid world, Aryaka enables enterprises to transform their secure networking to deliver uncompromised performance, agility, simplicity, and security. Aryaka's flexible delivery options empower businesses to choose their preferred approach for implementation and management. Hundreds of global enterprises, including several in the Fortune 100, depend on Aryaka for their secure networking solutions. For more on Aryaka, please visit www.aryaka.com.



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Consultation with an Aryaka Expert

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