

Awake Labs Deployment & Integration Services

Security = People + Technology

This document describes the services performed by Awake Labs on behalf of the customer, as set forth by the terms of the appropriate signed sales services agreement.

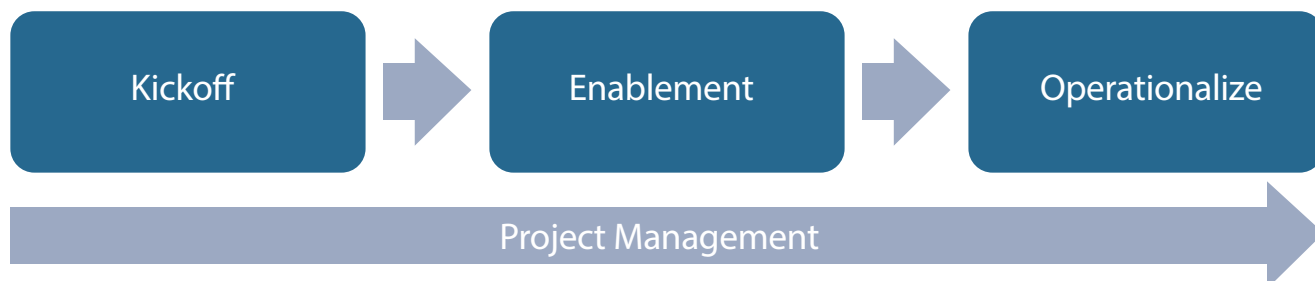
Arista's Awake Labs brings human expertise in large-scale security technology deployments, network forensics and threat intelligence to operationalize the company's industry-leading network detection and response (NDR) technology. This approach delivers unparalleled network visibility and enables Arista customers to improve their security posture on the network, identify environmental risks, mitigate security incidents, and interrupt threat actor activity.

Benefits

Awake Labs provides:

- Project management and consulting services to ensure that the implementation meets customer needs in a timely and efficient manner
- Detailed implementation plans tailored to work for the customer's unique environment and network configuration
- Proven deployment methodology to ensure minimal impact with complete project success
- A team of experts that help the customer understand the platform, adopt security best practices, and become educated on how to effectively hunt for threats relevant to the organization

Phased Approach



Project Kickoff

In this phase of the project Arista will review and discuss the following:

- Pre-engagement checklist
- Project goals and milestones
- Customer environment information
- Schedules for planning and configuration sessions
- Document project plan activities

Enablement

The enablement phase will involve the following components:

Design

- Review systems' descriptions and specifications
- Review pre-deployment dependencies such as browser requirements and platform constraints
- Review system capabilities such as adversarial models, suspicious domains, IOCs, Situations, and adversarial modeling language-based threat hunting
- Review operational design information such as network communication ports
- Review data flow design and authentication mechanisms
- Review backup and recovery best practices
- Review and define reporting audiences and out of the box reporting
- Review and define appliance upgrades, skill and model configuration upgrades and IOC upgrade best practices
- Review and define logging to SIEM
- Review and assist with configuration of third-party integrations with solutions such as endpoint detection and response, orchestration and ticketing systems

Testing

Testing will include:

- User role access setup and validation
- Skill and adversarial model creation setup and validation
- IOC import test case
- Model email notification test case and reporting

Operationalize

This phase focuses on the standard operating procedures and process used for monitoring model matches and threat hunting in the environment including:

- Interactive sessions that will occur post-enablement covering exceptions, tuning and advanced threat hunting
- Situational investigation and reporting
- Best practices for skill development and tuning detections
- Additional knowledge transfer for threat hunting and investigation
- Procedures to engage Arista TAC Support for product assistance

Deployment

Awake Labs experts will configure the Arista NDR Nucleus and Sensor(s) as applicable.

- Identify and collect network settings
- Configure appliance with setup information including IP address, subnet mask, and gateway
- Document appropriate device information such as serial numbers
- Validate appliance connectivity to the cloud infrastructure
- Verify services are running on the appliances

The team will also aid in user configuration including:

- Identify user roles for appliance access
- Creation of accounts, email notifications, and dashboard configuration

Basic Knowledge Transfer

Once the Arista NDR platform is installed and set up to analyze the network, Awake Labs experts will provide basic knowledge transfer sessions to cover topics such as:

- Basics of the Arista NDR platform
- Network forensics and incident response using the platform
- Threat hunting basics
- Advanced threat hunting

Service Deliverables

The deliverables produced for this engagement include:

Daily and/or weekly status reports:

- Summary of the activities completed
- Issues requiring attention and plans for the next reporting period

Technology Enablement:

- Basic configuration and tuning of the Arista NDR platform
- Key documentation and knowledge transfer to enable customer's staff to manage and maintain the platform
- Assistance with basic hunting, adversarial model setup and skill configuration for investigation

Deliverable Service Levels

Service Level	Sizing	Timeline
Class I	5 GB network traffic with up to 2 sensors	Up to 1 week
Class II	10 GB network traffic with up to 10 sensors	Up to 2 weeks
Class II Incremental*	10 GB network incremental	Scalable (up to 2.5 days)
Staff Aug 1	All appliances covered	Quarterly Term
Staff Aug 2	All appliances covered	One Year Term
Health Check	All existing appliances covered	N/A (recommended annual)

For pricing and details on any of these offerings please contact your Arista representative or awake@arista.com.

* Incremental add-ons are required for each ADDITIONAL 10 GB of customer's network traffic.

** Description of Services document outlining the process will be made available during the initial kickoff call with the customer, unless required prior.

*** Staff augmentations will require a custom SOW.

**** Travel & Expense (T&E) SKUs are separate.

Santa Clara—Corporate Headquarters

5453 Great America Parkway,
Santa Clara, CA 95054

Phone: +1-408-547-5500

Fax: +1-408-538-8920

Email: info@arista.com

Ireland—International Headquarters

3130 Atlantic Avenue
Westpark Business Campus
Shannon, Co. Clare
Ireland

Vancouver—R&D Office

9200 Glenlyon Pkwy, Unit 300
Burnaby, British Columbia
Canada V5J 5J8

San Francisco—R&D and Sales Office 1390

Market Street, Suite 800
San Francisco, CA 94102

India—R&D Office

Global Tech Park, Tower A, 11th Floor
Marathahalli Outer Ring Road
Devarabeesanahalli Village, Varthur Hobli
Bangalore, India 560103

Singapore—APAC Administrative Office

9 Temasek Boulevard

#29-01, Suntec Tower Two
Singapore 038989

Nashua—R&D Office

10 Tara Boulevard
Nashua, NH 03062



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