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PARTNER **CONNECT**

Make secure connections to trusted partners

Connect a third-party site securely to your WAN

Communication with third-party systems is cumbersome and unreliable
Sometimes you need to connect third-party systems – such as partners of internal application software – to your WAN to allow communication between internal systems and partners' resources. Since the two sides of such a connection are of different type and managed by independent parties, setting up is usually cumbersome, and operations – unreliable.

Securely and reliably integrate your business partners into your WAN
The Partner Connect service integrates your business partners into your organization by implementing encrypted connections for secure, reliable and integrity-protected communication. The service then monitors the usage, availability and performance of the business-critical partner connections.

What are the benefits of Open Systems Partner Connect?

REDUCED INTEGRATION COMPLEXITY

Partner Connect is based on the same technology platform as all other Open Systems SD-WAN deployments. This allows integration into the Customer Portal and straightforward installation based on globally compatible best-practices including per-partner NAT and IP conflict resolution.

VISIBILITY AND CONTROL

Each partner connection includes quality reporting for the remote endpoint as well as qualified notifications about the partner connection status.

In addition, regular connectivity checks, automated self-healing and changes are taken care of by Open Systems operations.

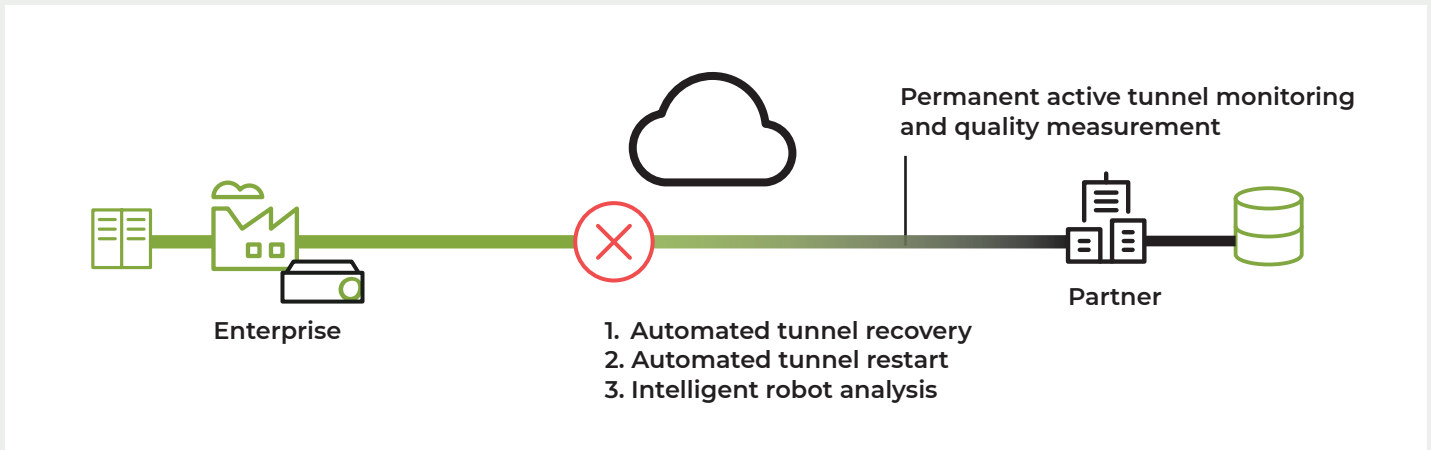### RELIABILITY WITH 24X7 INTERVENTION

Active monitoring measures the quality of each connection, and VPN tunnels are automatically restarted, whenever issues are detected. If automatic recovery is not possible, an incident is escalated to the 24x7 expert-level support of Open Systems to investigate and resolve the issue.

How does Partner Connect work?

**Monitoring and recovery and restarting automation**
To set up a partner connection, various parameters are configured identically on both endpoints. If those parameters are not identical, then the partner connection cannot be established. The Partner Connect service simplifies the installation process by requesting only the relevant information and extending the rest of the configuration automatically. If there is still an inconsistency, intelligent tunnel monitoring analyzes the state and returns a well-founded, easy-to-understand error message.

Active monitoring measures the quality of each connection and identifies issues. If, for example, both endpoints are in an inconsistent state, communication does not work, even though the connection is still up. Such states are detected and recovered automatically. However, if a connection cannot be recovered or restarted, the issue is escalated automatically. And an expert in 24x7 Open Systems operations begins investigating to ensure consistent configuration and stable connections.

Permanent active tunnel monitoring and quality measurement

Enterprise

Partner

1. Automated tunnel recovery
2. Automated tunnel restart
3. Intelligent robot analysis

Connection insights and statistics
Partner Connect statistics are generated in real time and show the status of the tunnels as well as a detailed view. Using intelligent tunnel monitoring, the tunnel state can be distinguished between up, slow and down. And the reason why a tunnel is down is shown in a comment field. If there is a host, located at the partner site, which can be used for monitoring, the Customer Portal can provide the same information as for a VPN tunnel in the WAN: usage, RTT, and packet loss of each single tunnel.
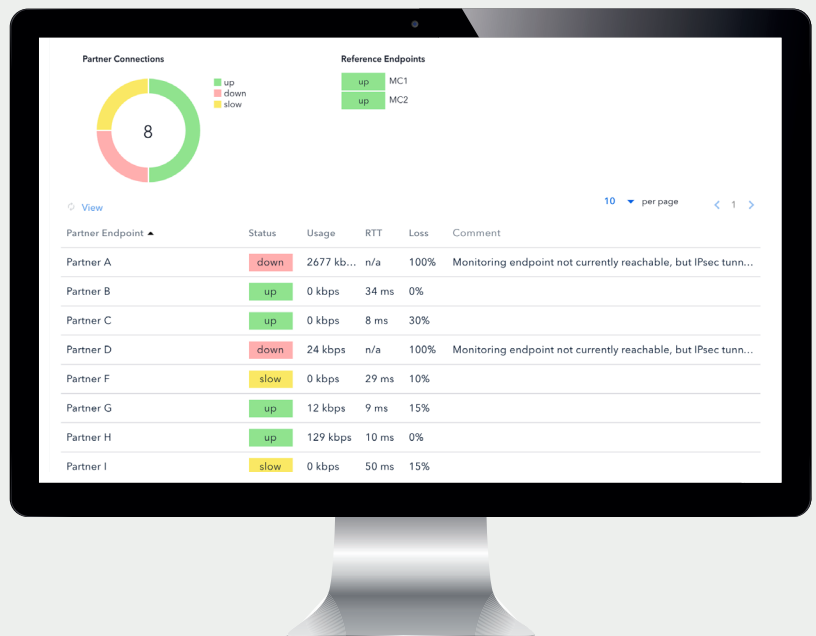
Note: If a host is not provided which the Partner Connect service can ping through the tunnel, then the monitoring capability is severely reduced.

Partner Connect as dedicated deployment
Partner Connect is a Managed SASE add-on and requires dedicated Open Systems deployment.

Partner Endpoint ▲	Status	Usage	RTT	Loss	Comment
Partner A	down	2677 kb...	n/a	100%	Monitoring endpoint not currently reachable, but IPsec tunn...
Partner B	up	0 kbps	34 ms	0%	
Partner C	up	0 kbps	8 ms	30%	
Partner D	down	24 kbps	n/a	100%	Monitoring endpoint not currently reachable, but IPsec tunn...
Partner F	slow	0 kbps	29 ms	10%	
Partner G	up	12 kbps	9 ms	15%	
Partner H	up	129 kbps	10 ms	0%	
Partner I	slow	0 kbps	50 ms	15%	

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Open Systems connects and protects users, apps, and data everywhere they reside with a comprehensive, unified easy-to-use technology platform combined with an excellent 24x7 Managed SASE service.