Unbox
Managed IT Services for Small Business—Made Easy

uplevel SYSTEMS

DATA SHEET

Unbox from Uplevel Systems introduces an innovative IT-infrastructure-as-a-service model designed for IT professionals serving smaller businesses. Unbox equips managed service providers (MSPs) to profitably expand their clientele and portfolios with integrated services that are easy to sell, support, and scale.

Integrated network platform: Unbox delivers the key IT infrastructure services every small business needs — Security, Active Directory Server, on-site storage with backups, Wi-Fi, VPN, business-class services, and more. Uplevel's hybrid delivery model combines powerful, integrated hardware onsite with cloud-based management and proactive alerts.

Affordable: Unique subscription model simplifies sales by eliminating upfront expenses for both MSPs and clients. Remotely provision new services to grow recurring monthly revenues, or let clients try them out.

"Be there anywhere": Web-based dashboard streamlines management of multiple client networks with automation and remote configuration and monitoring. See all customer deployments at all times, from one interface, on your device of choice—and we'll tell you through email notifications to your phone or PSA when something needs attention.

Opens massive new market: Uplevel solutions are available exclusively through regional MSPs/IT consultants specializing in serving SMBs.

HIGHLIGHTS

- Delivers all key small business IT services: Active Directory, Security, Wi-Fi, local and cloud backup, VPNs, etc.

- Detects issues and notifies consultant via email or PSA

- Saves time with efficient UI to remotely manage multiple customers.

- Simplifies pricing with no upfront costs and an all-inclusive subscription model

- Reduces support effort with enterprise-class hardware and software
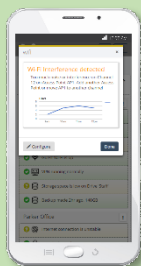
| Dashboard | Gateway | PoE+ Switches | Wi-Fi Access Point |

Product Features

Comprehensive Managed Services Platform

Deliver all core SMB technologies: Wi-Fi, Gigabit LAN, storage and backup, switching and routing, firewall, remote access VPN, site-to-site VPN, and monitoring. Highly intuitive, comprehensive dashboard, drill-down problem descriptions and suggested corrective actions; automated software update.

Security Built-in

Uplevel's delivers security throughout with advanced firewall and intrusion prevention/detection system (IPS/IDS); active directory authentication; data encryption; secure guest Wi-Fi and remote access; local, remote and cloud-based backup for added protection against Ransomware; up-to-date web filtering for maintaining white- and black-lists; secure DNS; and more.

Enterprise-class Reliability

Ensure ultra-high quality and reduce support requirements with high-performance hardware and software. Every gateway includes two WAN ports that can protect against ISP failure.

"Heads up" Alerts

Automated, proactive monitoring and user-defined alerts to administrators' device of choice or to the professional services automation (PSA) tool used for trouble ticketing.

100% Subscription-based Model

Upsell new services with no up-front expenses for clients or MSPs.

Unbox System Overview

The Unbox solution consists of four primary components:

- **Enterprise-class hardware** deployed at customer premises for easy provisioning

- **Software- and cloud-based value-added services** such as VPN, guest and employee Wi-Fi access, file server, cloud backup, and diagnostics.

- **Pervasive security** built into equipment, services, and support.

- **Hosted dashboard** for remote configuration and management of multiple networks using any web-enabled device. Email notifications alert you to any detected issues.

- **Automatic updates** to equipment ensure that you and your customers always have the latest capabilities and strongest security posture available without your techs having to spend time doing the upgrades themselves.

Solution Highlights

Security

Easily create user groups that are centrally defined and automatically provisioned across an entire system for secure, consistent access across all services. Highlights include:

- *Firewall*
  - Stateful Internet traffic firewall
    - User-configurable leveraging layer 3 and 4 header information
    - Handles NAT translation
    - Blocks all unsolicited Internet traffic by default
    - 900 Mbps typical throughput
  - Intrusion Detection and Protection System
    - Deep packet inspection that identifies threats embedded within otherwise legitimate traffic
    - Inspects both inbound and outbound traffic
    - 220 Mbps typical throughput
  - Geo Blocking
    - Blocking all traffic based on IP address location
    - Originating in the LAN or on the WAN all communications are blocked
    - Allowing only specific IP address locations
  - DNS Filtering
    - Filter DNS resolutions, or content, from being resolved
    - Select custom blocked pages for customers to see
  - Inter-VLAN firewall
    - Automatically configured
    - Protects each user group from traffic originating in other user groups
  - Configurable DNS per use group
    - DNSSEC compliant deployment by default to thwart DNS attacks
    - Works with WebTitan and other DNS web filtering services protect specific groups

- *Automatic monitoring*
  - Networks scanned every 30 seconds
    - Devices identified
      - MAC and IP addresses
      - Device manufacturer
      - User group
    - Connectivity information
      - Device connected indicator
      - Ethernet Port or Wi-Fi AP being used and associated SSID

- *Data protection*
  - Active Directory authentication to NAS
  - Audit logs of all AD activity
  - File server with snapshots retained both locally and remotely
  - Automatic backup of the local drives to the cloud

- Ransomware protection
- Encryption of data stored on local and cloud drives
- Encryption of all data transmitted between physical sites across a VPN

- ***Equipment protection***
  - Unused Ethernet ports can be disabled to prevent unauthorized use
  - Stolen equipment can be easily identified and its services remotely disabled.
  - Active Directory can be configured to block users from accessing resources

Reliable Wi-Fi Access

Wi-Fi access points (APs) supplied with Unbox provide a secure solution for supporting employees on the move, or fixed devices that use Wi-Fi. Unbox is optimized to deliver the most reliable Wi-Fi experience possible while making it easy for IT consultants to deploy and manage features and services.

Multiple security groups are supported securely via the use of multiple network names / SSIDs each with its own security credentials. Centralized provisioning prevents users from reaching unauthorized resources through inadvertent misconfiguration of the wired or wireless network infrastructure or file server. Internally, VLANs, routing and firewalls are automatically provisioned to provide appropriate security isolation.

Unbox APs support concurrent, dual-band (i.e., 2.4 GHz and 5 GHz) operation to maximize interoperability and performance. Users enjoy a superior experience without service interruption as they move within a single site where multiple APs are located. Mobile end-users can even work at different physical locations without changing any of their device settings.

Key capabilities include:

- ***Concurrent, dual-band operation***
  - 802.11ac in the 5GHz band
  - 802.11n in the 2.4GHz band

- ***Intra-site and inter-site mobility***
  - Seamless roaming between APs at a single site
  - No device reconfiguration necessary when moving between sites operated by the same business

- ***Security***
  - Wi-Fi Protected Access 2 (WPA2 Personal) for secure employee usage
  - Distinct network access credentials for each user group

- ***Guest access***
  - Optional WPA2 Personal encryption or Open access
  - Guest traffic completely isolated from business traffic throughout the entire system
  - Limit guest bandwidth to ensure system and Internet capacity is available for the hosting organization

- ***Simplified management***
  - All APs managed as a single unit – no need to configure individual APs
  - Automatic channel selection and transmit power control eliminates tedious configuration hassles
  - Automatic channel and power settings can be overridden if desired on a site-wide or individual AP basis

Integrated Voice Support

Next generation voice services represent a critical service for small businesses where MSPs can extend their value proposition. Technologies such as virtual numbers, unified messaging, and advanced call hunting can be tremendously valuable to modern businesses, but the most important function is that a clear phone call can be placed or received at any time.

Unbox provides the necessary infrastructure services to interwork with a variety of IP-based phone systems from manufacturers such as Jive, FreedomVoice, Shoretel, Allworx and Cisco. Simple configuration options allow for rapid and accurate configuration of DHCP options, firewall rules, and QoS to support a wide range of deployments.

Key capabilities include:

- ***Supports a wide range of voice systems***
    - Works with Cloud and on-premises solutions
    - Preset configurations exist for many common manufacturers

- ***Support a wide range of configuration topologies***
    - Single or multisite deployments
        - Multisite communications with or without VPN
    - Phones with Ethernet can utilize dedicated links or can share a link with a desktop computer using a daisy-chain configuration

- ***Configuration options***
    - **Discovery:** voice server addresses advertised using DHCP options 66 and 150
    - **Firewall rules:** automatically configured according to manufacturer best practices for preconfigured solutions. Must be manually configured for others
    - **QoS:** Quality of Service is implemented in the LAN, WAN, and VPNM to support a high voice quality

"Set It and Forget It" Storage and Backup

Unbox file servers proactively addresses the biggest challenges facing small businesses: centralizing data storage, ensuring proper back-up, and facilitating recovery of lost or deleted data. With the Unbox solution, each security group is assigned one or more dedicated drives on the embedded file server.

Data storage is automatically snapshot locally and to the cloud, as well as being archived for long-term storage. Each snapshot represents a copy of the complete file system, allowing users to recover accidentally deleted or modified files quickly and easily. Snapshots are maintained in the local drive for fast access to recent changes, and in the cloud for older changes. Because local snapshots do not guard against outright disk failure or other onsite catastrophes, Unbox cloud backup adds a valuable layer of protection

Unbox gateways can come factory-equipped with 1TB or 5TB hard drives. The system is secured by encrypting all data at rest should the SSD be physically stolen.

Unbox drives appear as standard network shares to Windows, Linux and Mac computers for easy access by employees. Drives can also be accessed from Android and iOS devices with the appropriate apps installed.

Unbox also strengthens the small business's security posture against ransomware – malware that encrypts a user's data on a drive until a fee is paid to the hacker. Snapshots are stored in a format that is not susceptible to cryptovirus malware such that, if a small business is hit by a cryptovirus, the IT consultant can recover the file server very quickly from either local or cloud-based snapshots.

- **Local storage size**
    - 1 TB (1000 GB)
        - Partition into drives (storage volumes) ranging from 10 GB to 900 GB
    - 5 TB (5000 GB)
        - Partition into drives (storage volumes) ranging from 10 GB to 900 GB

- **Support management**
    - Notifies IT consultant as drives near capacity
    - Notifies IT consultant if backups fail to complete

- **Security and protection**
    - Local snapshots for fast recovery
    - Cloud mirrors and snapshots for protection against local catastrophes
    - All stored data is fully encrypted
    - Drives assigned to security groups to optionally restrict access

- **Data archiving –** Infrequently accessed data stored cost-effectively for long-term retention

- **Simple to use –** Accessed by users as a standard network drive

Secure Remote Access / Site-to-site VPNs

Most businesses, even smaller ones, do not exist solely at a single site. Retailers with multiple storefronts, business owners who work from home, and others need to access network resources remotely. Unbox supports extending service to multiple locations with both an easy-to-use site-to-site VPN and remote access VPN.

VPNs deliver identical services including security, Wi-Fi access, and storage, from any of the user's business locations. This powerful capability ensures consistency of operation, security, and compliance. Multi-site VPNs connect multiple end customer sites together. An Unbox gateway is deployed to each site and properly credentialed users access resources from other sites without installing any special software on their computers.

VPN tunneling enables users to consistently access the network and resources, independent of both their site of operation and the location of the network resources. For instance, the boss group at location "A" can be linked to boss group at location "B" by the simple click of a button. Anyone in the boss group can access data at both sites, while still ensuring that other employee groups or third parties in between the sites can access the group's data.

The major benefit of Unbox multi-site VPNs is the elimination of using email, Dropbox, and flash drives to transport data between sites. With Unbox, all users at all sites always have safe access to the data on the Unbox drives.

Highlights include:

- ***Simple operation***
  - Single checkbox per site enables extension of a site-to-site VPN on a per-user-group basis
  - Users access the network and are granted the same privilege in each location
  - Drive data is available to all sites
- ***Secure***
  - All traffic traversing the public network is encrypted

Remote Access VPN

Remote access VPNs provide direct access to networks from home computers or at offsite locations such as coffee shops, airports, and hotels. Using the native VPN clients on the devices, users can easily connect to the office and access data files, securely access computers using software such as remote desktop, and print files.

One remote access VPN session is available to MSPs at no additional cost so MSPs can gain secure access to the customer network. A single, additional license is needed to provide remote access VPNs to all users of a particular site.

VPN benefits to end users include:

- *Simplicity*
  - No need to download extraneous VPN software onto customer laptops
  - Laptops can be tested and verified before leaving the customer site

- *Affordability*
  - Single monthly fee, no per user pricing
  - No need to pay for static IP addresses

- *Security*
  - Seamless integration with predefined security groups
  - Safe remote access to traditionally risky services such as Remote Desktop

MSP benefits from the VPN are:

- *Simple operation*
  - Provision a new user in less than 1 minute.
  - Configure, verify, and train client devices without leaving the customer site
  - Works with Windows, MacOS, iOS, and Android client devices
  - Supports both L2TP and SSTP

- *Cost Savings*
  - Replace paid remote desktop services such as logmein and TeamViewer; MSP's VPN connection allows for secure use of free software such as Windows Remote Desktop or VNC to access desktops

- *Reliable Management*
  - All traffic traversing the public network is encrypted using AES128 bit encryption
  - Incorporates Uplevel Security Groups and extends customer security over VPN

Ethernet Switching

Some deployments need more than the eight Ethernet ports available in the gateway either because end users have a larger number of wired devices or APs are being deployed. Unbox offers optional Power over Ethernet (PoE+) capable switches for these situations.

Managed from the dashboard as an integral system element, Unbox switches are simple to deploy and manage. The dashboard intelligence automatically ensures system security by configuring separate VLANs for each security group and ensuring they are configured coherently with other system elements such as the gateway and Wi-Fi APs.

Highlights include:

- *Scalable –* switches available with 8, 24, or 48 ports

- *Integrated –* Dashboard automatically configures groups' security and ensures consistency with other systems elements' configurations

- *Power over Ethernet (PoE+)*
  - Integrated 802.3at PoE for powering Wi-Fi APs and other-end user devices such as phones
  - Unbox's PoE+ is compatible with 802.3af (PoE) devices as well.

Proactive Centralized Management

Unbox makes it easy to deliver and support more services at more clients with vastly simplified remote configuration and monitoring. See every customer's services from one powerful, highly graphical dashboard, and easily drill down as needed.

Key benefits include:

- *Central configuration of network policies*: Unbox automatically configures all physical equipment and software for a consistent and secure implementation

- *Web-based management interface* hosted in the cloud works with any Internet-connected smartphone, tablet, or laptop. See any client's data while on-the-go

- *Proactive monitoring* alerts you to failures or degradation and suggests a set of fixes—in plain English—so you can identify and resolve issues remotely, often, before customers become aware a problem exists

- *Automatic configuration* of all network elements in accordance with the policy defined for the group

- *Email notifications* are sent to a technician's inbox or can easily integrate with Professional Services Automation (PSA) tools

Sample Notifications:

Category	Notifications
Internet	• Internet connection is down • Internet connection is unstable • Internet connection is back inline • Internet WAN IP address changed
File Server	• Drive is nearly full (<25% free remaining) • Drive is full • Drive is busy resizing
Backup	• Backup failed
Ethernet Switch	• Switch unplugged or down • Switch is back online
Wi-Fi	• Wi-Fi AP unplugged or down • Wi-Fi AP is back online • Wi-Fi client is experiencing a poor signal

Hardware Specifications
Unbox Gateway (UG-101)

PARAMETER	SPECIFICATION

Connections	8 x RJ45 ports of 10/100/GigE Ethernet
	Includes:
	  1 port dedicated to WAN
	  7 ports available for LAN

LED Indicators	Power LAN speed (one LED pair per port) Status LEDs – booting, upgrading, fault
Temperature	32° to 122^oF Operating -4° to $140 ^o$F Non-operating
Power	110 VAC North American Power
Dimensions	9.625" x 5.875" x 1.875"
Weight	1.5 Lbs.

Unbox Wi-Fi Access Point (UAP-101)

PARAMETER	SPECIFICATION
Supported 802.11 versions	802.11n/ac on 5 GHz 802.11n on 2.4 GHz
Maximum transmission rate	867 Mbps on 5GHz 300 Mbps on 2.4 GHz
LED Indicators	Power LAN 2.4 GHz Activity 5 GHz Activity
Radio Support	Dual-band, concurrent operation
Radio Tx Power	2.4 GHz: Up to 20 dBm 5 GHz: Up to 20 dBm
Security	WPA2 personal using AES
Temperature	32° to 122^oF Operating -4° to $140 ^o$F Non-operating
Dimensions	6.36" Diameter 1.64" High
Weight	1.42 Lbs.
Power Consumption	24W
Power Options	PoE+ via provided injector (one per AP) or use an Unbox PoE+ switch to power multiple APs

Unbox PoE+ Ethernet Switches (ULS-101 and ULS-102)

PARAMETER	SPECIFICATION	
	ULS-101	ULS-102
10/100/1000 Base-T LAN Connections	10 Ports	22 Ports
10/100/1000 Base-T Uplink Connections	2 Ports	
LED Indicators	System Powered Fault PoE Max LAN / PoE mode (per port) Link / Act (per port)	
PoE+ Capable Ports	1 - 8	1 – 22
Maximum PoE Budget	130W	410W
Temperature	32° to 122^oF Operating -4° to 140 ^{o}F Non-operating	
Dimensions (W x D x H)	13" x 9" x 1.73"	17.3" x 10.24" x 1.73"
Weight	4.4 Lbs.	7.32 Lbs.
Power	PoE (injector supplied) as well as standard low-profile 110 VAC power adapter	