RADIUSAAS
FEATURES AND SUPPORT

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2 SCOPE

This document describes service and support for RADIUS as a Service (RADIUSaaS) from Glück & Kanja. It is valid for active and paid subscriptions only.
## 3 SERVICE

**Description**

Radius as a Service (RADIUSaaS) provides a cloud-based radius-service, that can be used to authenticate WIFI-, LAN- or VPN-users who want to access your network. You do not need any own radius servers for network authentication. RADIUSaaS is a cloud-service that is developed and operated by Glück & Kanja Consulting AG.

RADIUSaaS uses certificate-based authentication only. Certificates may be issued by SCEPman or other PKIs. RADIUSaaS can validate certificates via OCSP only.

RADIUSaaS is offered in several different datacenter locations. Customers have to decide for one of them.

The configuration of RADIUSaaS is done completely by Glück & Kanja. Just tell us your SCEPman URL (or/and your CA IP) as well as your designated datacenter location. We will setup and maintain your RADIUSaaS completely for you.

**Benefits**

- Provides a certificate-based RADIUS authentication for WIFI, LAN or VPN
- Validates certificates with OCSP
- No on-premises RADIUS equipment needed
- Works with nearly all network hardware
- Complete RADIUSaaS configuration & operations is done by Glück & Kanja

**Availability**

- The service availability goal is 99.5%. It is calculated by using the following formula:
  \[
  \text{service availability} = \frac{(\text{service period} - \text{downtime})}{\text{service period}}
  \]
  where
  - Service period is the corresponding calendar month and
  - “Downtime” is the accumulated amount of time where the RADIUSaaS service is unavailable. The RADIUSaaS service is considered unavailable, when there is no connectivity between the RADIUSaaS service and the internet.
## 4 SUPPORT

<table>
<thead>
<tr>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>» Customers can open Tickets at our help center (see radius-as-a-service.com)</td>
</tr>
<tr>
<td>» Our team will support service incidents</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Support Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>» Monday-Friday</td>
</tr>
<tr>
<td>» 08:00-18:00 CET / CEST</td>
</tr>
<tr>
<td>» Except from public holidays for Hesse / Germany</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Response Time</th>
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</thead>
<tbody>
<tr>
<td>» Critical incident: typical 60 minutes</td>
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<tr>
<td>» Incident: typical 240 minutes</td>
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</table>

Response time is defined as the duration between the report of the incident or service-request and the begin of incident or problem handling trough one of our support-engineers. The response time is to be calculated within the support hours.