

RADIUSAAS

FEATURES AND SUPPORT

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Glück & Kanja Consulting AG
Kaiserstraße 39
63065 Offenbach
GERMANY

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Glueck & Kanja Consulting AG, Kaiserstrasse 39, D-63065 Offenbach am Main, Germany

HRB 12381 Offenbach am Main, VAT ID DE 221794195

Board: Michael Breither, Christoph Fausak, Harald Glueck, Christian Kanja, Felix Storm

Chairman of the Board: Stefan Fritz

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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	<p>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.</p> <p>RADIUSaaS uses certificate-based authentication only. Certificates may be issued by SCEPman or other PKIs. RADIUSaaS can validate certificates via OSCP only.</p> <p>RADIUSaaS is offered in several different datacenter locations. Customers have to decide for one of them.</p> <p>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.</p>
Benefits	<ul style="list-style-type: none">» Provides a certificate-based RADIUS authentication for WIFI, LAN or VPN» Validates certificates with OSCP» No on-premises RADIUS equipment needed» Works with nearly all network hardware» Complete RADIUSaaS configuration & operations is done by Glück & Kanja
Availability	<ul style="list-style-type: none">» The service availability goal is 99,5%. It is calculated by using the following formula: service availability = (service period - downtime) / service period where<ul style="list-style-type: none">○ 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

Description	<ul style="list-style-type: none">» Customers can open Tickets at our help center (see radius-as-a-service.com)» Our team will support service incidents
Support Hours	<ul style="list-style-type: none">» Monday-Friday» 08:00-18:00 CET / CEST» Except from public holidays for Hesse / Germany
Response Time	<ul style="list-style-type: none">» Critical incident: typical 60 minutes» Incident: typical 240 minutes <p>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.</p>