



arkadin[®]anytime



Security Features

01/02/2013



Introduction

Arkadin provides audio collaboration solutions to companies around the world for sales, marketing, training, event purpose.

This document describes the security features built into Arkadin Audio Cloud (including the web console for audio conference).

Data Center Security Policy

All Arkadin platforms are housed in highly secure, world-class hosting data centers that provide 100% physical security guarantee. These data centers are built purposely for telecommunication service providers.

General Security Access

The data centers offer:

- 24 x 7 x 365 onsite security team
- CCTV monitoring
- Secure perimeter
- Rack mounting locker

Power

The data centers are equipped with:

- Dual feeds – diversely routed
- Redundant power component
- Racks have dual power feeding
- All the servers and hardware equipment have dual PSU (Power Supply Unit)

Fire Protection

The data centers are protected by fire detector.

Network

All network equipment has dual PSU. Each PSU is connected to different Power feeding. Our internet access points have full redundancy. The internal Networks are protected by firewalls to prevent hacking and undesirable intrusion.



Environment

The data centers are equipped with:

- Separate cooling systems with alarms
- Temperature & humidity monitoring

Audio Infrastructure

Arkadin deploys the same platform for all of our conferencing services globally.

Our platforms are monitored 24 x 7 x 365 by local IT teams based in Europe, North America & Asia Pac. System alerts are sent over the network to the Operations team in case of any malfunction.

All the audio hardware used is fully redundant, modular, and equipped with dual power supply.

The audio platforms are connected to various carriers for the back-up possibilities this offers.

The Local Area Network used for the communication between the servers managing the audio service is redundant and the communication flow can use the first or the second network.

Arkadin's audio conferencing service is available 24x7, 365 days per year.

For occasional maintenance and upgrades, we deploy a backup platform that can help to ensure full service availability. This backup platform is always ready to run in case of major outage.

Security Audio Features

Meeting roles

2 key roles are defined in Arkadin Audio Classic conference: Moderator and Participant.

Moderator: has the most control in the conference. He/she joins the conference with a specific Moderator PIN.

He has access to audio secured features:

- • The conference start can be forbidden until he joins the conference (activated by default).
- • The moderator can keep the control of when the conference terminates: force the end of the conference, force to automatically terminate the conference if he leave the conference,
- • He can know the number of person, and even the name if the option is selected
- • He can block the access easily, and forbid the access to more participants



Participant: has minimal responsibilities and typically only views session content. He/she joins the conference with the Participant PIN.

Credentials Communication

Figure 1: sample of Welcome pack sent only to the Moderator in his personal mailbox.



WELCOME!

Enjoy collaborating with Arkadin



Dear CLIENT_NAME
We are delighted to welcome you as a new user of Arkadin Collaboration Services.
Below is a brief explanation of how to easily use your audio and web conferencing services.

YOUR Arkadin Collaboration Pass

You will always need these personal codes to start your audio and web conferences from your landline, mobile phone or computer. Print and cut out your Arkadin Collaboration Pass.

arkadin [®] COLLABORATION SERVICES		Arkadin Collaboration Pass
		CLIENT_NAME
AUDIO conference:		
Toll Number:		+1-347-238-2997
Toll Free Number:		+1-866-946-2043
 Moderator PIN Code:		MOD_PIN
Participant PIN Code:		PART_PIN
Conference Playback Number:		+1-917-284-9623
Conference Playback Reference:		CONF_PB_REF
Live Assistance during conference:		*0
Arkadin LOUNGE portal:		
Go to:	https://lounge.anywhereconference.com	
Web Login:		WEB_LOG_REF
Moderator PIN Code:		MOD_PIN
 Arkadin Customer Service:		+1-866-427-5234



Create instant invitations from your Outlook Toolbar

DOWNLOAD NOW 

Personal PIN codes are only received by the moderator. He organizes by his own his conferences, communicating only his participant PIN to the attendees.



PIN code & Login

The moderator PIN code is randomly generated and also totally different from the participant PIN code associated with it. This PIN code allows the moderator to manage access to the conference and call features.

The participant PIN code allows only access to the conference, self-mute and operator assistance, without any other rights to control call features.

Arkadin strongly recommends that moderators do not share PIN codes, and that customers perform regular usage follow-up based on employee turnover to correct inaccuracies in the personal information we retain.

Audio Conference Management via Web Console

Arkadin's unique web console provides security and control for conference calls. This is an incredibly powerful, yet simple and user-friendly tool that allows you to view and control your audio conference call real time via an Internet browser.

At a glance you can see all attendees on the call and their telephone numbers (CLI), monitor and control many conferencing features including muting, conference locking, disconnecting one or several participants.

See the complete list of Attendees

- Manage the conference settings to allow or disallow certain functions for participants, for example: chat, save presented document, transfer file, waits for moderator etc.

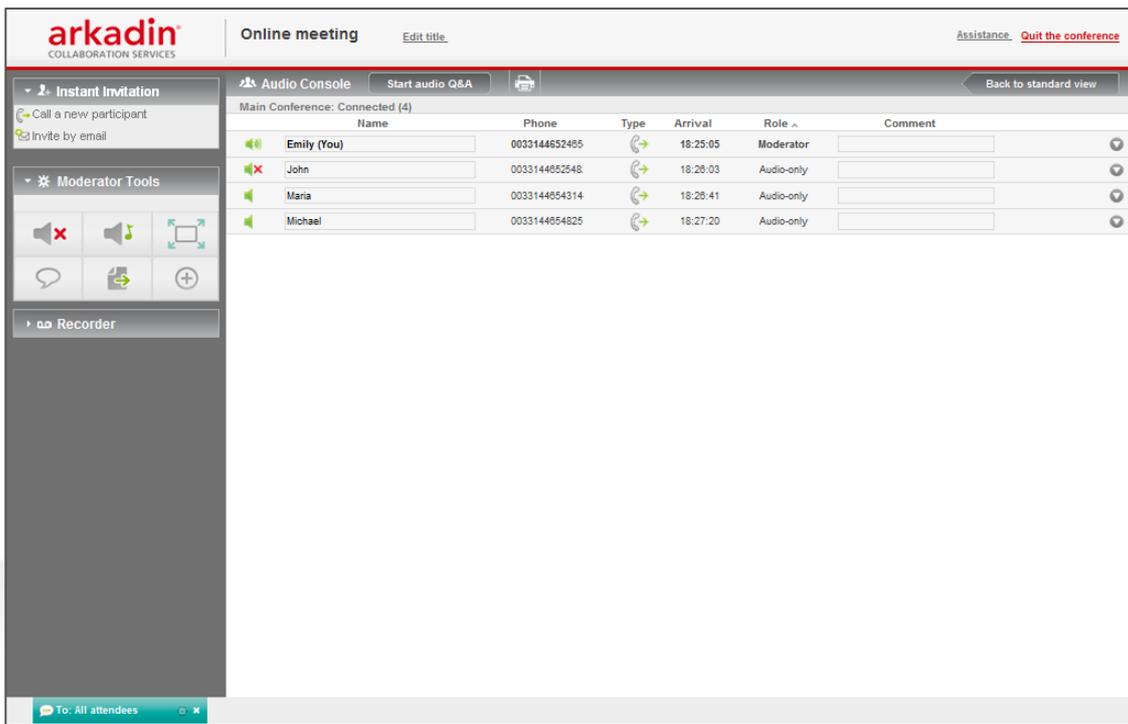
The Moderator can disable the access to the attendee list at any time for confidentiality. The list can also be disabled ahead of time or permanently.

You can visualize and manage your audio conference online with the ArkadinLounge Audio Console:

- Login to ArkadinLounge®: <https://lounge.anywhereconference.com>
- Click on the Audio Console button and use it to:
 - View the list of participants
 - Mute all or individual participants
 - Record the call



Figure 2: Audio Console Screenshot



Entry & Exit Information

The entry of a new participant during the conference call is identified by an ascending beep that is distinguishable from the descending beep heard on exit for better identification.

For more secure conference calls, Arkadin recommends selecting in advance the Names-on-Entry / Names-on-Exit account option, that records and plays the name of each participant entering / leaving the conference to people already in conference.

When joining the call, every participant is requested to record their name, location or any other information needed by the moderator to identify the participant.

Roll Call

At any time during the conference, the moderator can access the control menu, which contains the roll call feature that indicates the number of participants in the conference as well as the recorded names of the participants.



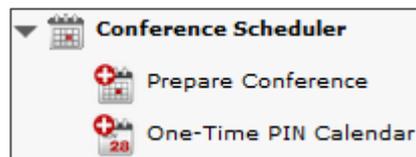
One-Time PIN Conference Access

In addition to the permanent conference PINs, one-time use conferences can be scheduled via Arkadin Lounge portal for a specific date, time and duration. One-time PIN codes protect entry to the conference during the scheduled duration only for increased security.

A conference can be scheduled via the Arkadin web scheduling interface for one-time use for a specific date, time and duration. The advantage of this system is that it gives simplicity of use, while ensuring more secure conferences: the PIN codes protect entry to the virtual meeting room and can be used only once during the scheduled duration.

You can schedule your audio conference online with the ArkadinLounge:

- Login to ArkadinLounge®: <https://lounge.anywhereconference.com>
- Click to 'Conference Scheduler' then 'prepare Conference':



- Click on 'Next' on the following screen

The Conference Scheduler allows you to create reservations and send participants invitations with the conference access details. Please note that if you select the One Time Use option, the PIN codes you will be provided with can only be utilized during the defined period.

1. Topic and date >> 2. Conference Options >> 3. Access Numbers selection >> 4. Confirmation

Topic and date

Conference Topic *

Duration (minutes) *

Start Date & Time Now Select Date & Time

**Mandatory fields*

<< Back Next >> Finish Cancel

- Select 'One Time Use', then schedule date/time
- A Unique PIN code will be generated and provided to be able to enter in the conference

Conference Locking

The moderator can lock the conference at any time they wish, using the telephone keypad or the Arkadin Audio console. This call feature when activated prevents any new participant from directly accessing the conference.



They will be diverted to an Arkadin operator who will first request permission from the moderator before placing the participant in the conference. Should the moderator deny permission, the participant will be disconnected.

Lock access to your conference using the *4 keypad function, once all your participants have joined.

Terminate Conference When Moderator Hangs Up

This option (available to moderators only) enables a moderator to disconnect all participants (terminate the call) after he/she has disconnected from the conference. By default, the feature is not activated and can be triggered at any time during the conference by simply pressing *6.

This ensures that all participants are off the conference after the moderator hangs up to eliminate any surprises on invoices as the moderator knows exactly when the call ended.

Post Conference Report

This option enables moderators to receive a detailed report on the Lounge after the conference. This report displays participants connected by phone numbers; connect time; and minutes (per participant and total).

Security Network Policy

IP private Network

Voice data is transported through the Arkadin private IP network to maintain data integrity:

- Arkadin infrastructure uses equipment and networks from Tier-1 technology provider
- 1 single partner is providing the global private network across all the regions

IP Transport Layers Security

Arkadin International traffic, for dialing access, is carried over a MPLS network on dedicated VPNs between hubs / regions. It is on private LANs operated by Arkadin within each site.

MPLS Transport

Multiprotocol Label Switching (MPLS) is a mechanism in high-performance telecommunications networks that directs data from one network node to the next based on short path labels rather than long network addresses, avoiding complex lookups in a routing table.



The labels identify virtual links (paths) between distant nodes rather than endpoints. MPLS can encapsulate packets of various network protocols.

MPLS is a highly scalable, protocol agnostic, data-carrying mechanism.

IP VPN

Secure VPNs use cryptographic tunneling protocols to provide:

- confidentiality by blocking intercepts and packet sniffing, allowing sender authentication to block identity spoofing
- message integrity by preventing message alteration

Technologic Partners

- SIP trunks
 - Session Border Controller Provider
 - Specialist on VoIP firewalls hardware
 - Market leader, Carrier-Class
 - For Conferencing
- Media Server Supplier
 - Specialist in Conferencing Media Server
 - Same as competitors
 - Good Signal treatment & QoS (echo cancelation, delays)
 - To connect VoIP and audio PSTN access
- Media Gateway Supplier
 - Specialist in Audio, VoIP and Media gateway hardware
 - Carrier-Class

