Licensing Guide

Kaspersky SD-WAN

kaspersky bring on the future

Introduction

Kaspersky SD-WAN builds fault-tolerant, secure networks with unified management – essential for today's distributed businesses. The solution helps ensure business continuity and supports digital transformation goals. The convenient licensing model is suitable for companies of all sizes – you can easily choose the best solution for your specific needs.

Kaspersky SD-WAN tiers and capabilities

Kaspersky SD-WAN is available in two tiers: Standard and Advanced.

Kaspersky SD-WAN

Standard

Provides the tools for setting up and managing the network, and supports SD-WAN services and integration of Kaspersky products as virtual network functions.

Kaspersky SD-WAN

Advanced

Provides extended capabilities for virtual network functions, including those of third-party vendors, and includes Multicast and Multi-Tenancy support for services.

	Capabilities	Standard	Advanced
Connection and management	Support for CPE throughput up to 10 Gb/s	●	●
	Management from private/public cloud or on-premise	●	●
	Integration of platform management with OSMP (Open Single Management Platform)	●	●
	Organization of CPE connectivity with the controller via LAN and WAN ports	●	●
	Support for Hub and Spoke, Full Mesh, and Partial Mesh topologies	●	●
	SLA policies for applications	●	●
	Dynamic routing (BGP, OSPF)	●	●
	VRF-Lite support	●	●
	Built-in DPI	●	●
	Stateful Firewall	●	●
	NAT (PAT, SNAT, DNAT)	●	●
SD-WAN Services	Zero Touch Provisioning	●	●
	Real-time channel quality control	●	●
	Link State Control	●	●
	Support for OpenFlow	●	●
	Channel optimization (FEC and Packet Duplication support)	●	●
	Policy-Based Routing (PBR)	●	●
	Support for P2P, P2M, and L2/L3 VPN services	●	●
	Support for built-in high-speed encryption	●	●
Virtual network functions	Support for integration of Kaspersky products	●	●
	ETSI MANO		●
	Support for third-party VNFs		●
	Service chain lifecycle management		●
	uCPE support		●
Services	Multicast support		●
	PIM support		●
	Multi-Tenancy support		●

Licensing objects

Each tier is licensing by CPE based on specific throughput.

Throughput	Standard	Advanced
30 Mb/s	SD-WAN CPE Standard 30 Mbps	SD-WAN CPE Advanced 30 Mbps
50 Mb/s	SD-WAN CPE Standard 50 Mbps	SD-WAN CPE Advanced 50 Mbps
100 Mb/s	SD-WAN CPE Standard 100 Mbps	SD-WAN CPE Advanced 100 Mbps
300 Mb/s	SD-WAN CPE Standard 300 Mbps	SD-WAN CPE Advanced 300 Mbps
500 Mb/s	SD-WAN CPE Standard 500 Mbps	SD-WAN CPE Advanced 500 Mbps
1 Gb/s	SD-WAN CPE Standard 1 Gbps	SD-WAN CPE Advanced 1 Gbps
10 Gb/s	SD-WAN CPE Standard 10 Gbps	SD-WAN CPE Advanced 10 Gbps

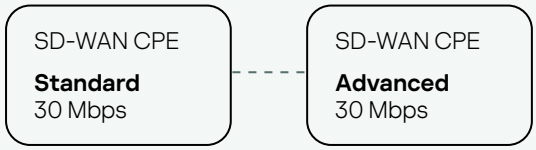
Each license is available with options for one, two, or three years. They can be renewed at a discounted price.

Potential scenarios for switching licenses

By tier

In this scenario, all licenses of the customer are switched from Kaspersky SD-WAN Standard to Kaspersky SD-WAN Advanced

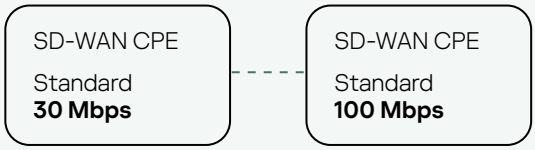
Example



By throughput

In this scenario, you are switching from the license with specific throughput to a license that provides higher throughput

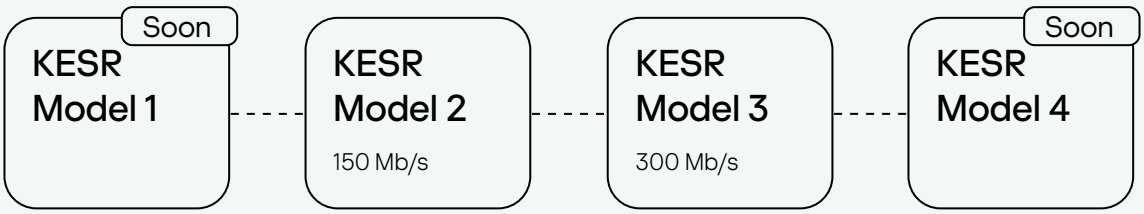
Example



When you switch to another license, the unused portion of the term of your previous license is counted toward the payment for your new license.

Customer Premises Equipment

You can choose our recommended models from the Kaspersky SD-WAN Edge Service Router (KESR) line with various interfaces and performance.



Technical support

For the software part of Kaspersky SD-WAN, you can choose between two options for technical support: Premium and Premium Plus.

Premium

Incident requests acceptance

Severity level 1 — 24×7, levels 2, 3 and 4 — from 10:00 to 18:30 (Local Office working hours)

Incident response time

Severity level 1 — 2 hours*
Severity level 2 — 6 working hours
Severity level 3 — 8 working hours
Severity level 4 — 10 working hours

Contact persons

4 — possible number of contact persons on behalf of the customer

Premium Plus

Incident requests acceptance

Severity levels 1 and 2 — 24×7, levels 3 and 4 — from 10:00 to 18:30 (Local Office working hours)

Incident response time

Severity level 1 — 30 minutes*
Severity level 2 — 2 hours*
Severity level 3 — 6 working hours
Severity level 4 — 8 working hours

Contact persons

8 — possible number of contact persons on behalf of the customer

\+

- Dedicated technical account manager
- Provision of open incident reports to the customer

* Outside of working hours, an additional phone call is required

Devices of the KESR model series are offered the standard warranty from the distributor or service agent and an extended warranty (Hardware MSA) from the vendor.

Standard warranty

Term

One to two years (depends on the device model) from the distributor or service agent

Support

Through the distributor or their partner

Incident response time

Depends on a the distributor/partner agreement

Replacement of devices

- Free diagnostics and repair or replacement of the device in the distributor's service center
- Repair time — 21 working days

Logistics

Expenses for the return of defective equipment and delivery of the repaired or replaced equipment shall be paid by the customer

Extended warranty (Hardware MSA)

Term

Option for annual renewal of up to five years through Kaspersky

Support

- First line support from Kaspersky
- Subsequent tracking of incident closure after hardware handover to the vendor or their partner

Incident response time

From 30 minutes to 8 working hours (depends on severity level)

Replacement of devices

- Advance replacement with shipment from the warehouse on the next calendar day
- Option to create regional replacement stock

Logistics

Expenses for the return of defective equipment and delivery of the repaired or replaced equipment shall be paid by the vendor*

Up to 8 contact persons on behalf of the customer

* Unless defects are caused by the customer

Kaspersky SD-WAN purchase process

1. Determine the solution option suitable for your capabilities
2. Choose the necessary number of licenses for CPE
3. If necessary, select the KESR devices suitable for your needs

Kaspersky SD-WAN

Learn more

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