Acme Packet company overview

fact sheet

Mission

Acme Packet (NASDAQ: APKT), the leader in session border control solutions, enables the trusted, first-class delivery of next-generation voice, data and unified communications services and applications across IP networks. Our Net-Net product family fulfills demanding security, service assurance and regulatory requirements in service provider, enterprise and contact center networks. Based in Bedford, Massachusetts, Acme Packet designs and manufactures its products in the USA, selling them through over 140 reseller partners worldwide. More than 1,270 customers in 105 countries have deployed over 11,000 Acme Packet systems, including 90 of the top 100 service providers and 30 of the Fortune 100. For more information visit www.acmepacket.com.

Markets

Our Net-Net family supports a wide variety of services for fixed line, over-the-top (OTT) and mobile service providers, as well as innovative end-to-end IP communications applications for enterprises, contact centers and government networks. A cross-section of these is listed below.

Fixed & OTT service providers

- Residential and business VoIP
- Core session routing
- VoIP wholesale
- SIP trunking
- Hosted conferencing services
- CAAS
- IP interconnect and peering
- IP toll-free
- IPTV

Mobile service providers

- VoLTE & 4G multimedia services
- LTE data and voice roaming
- Policy aggregation
- Fixed mobile convergence
- Femtocell/small cell
- SIP over 3G/RCS/ mobile VoIP
- Core session routing
- IP interconnect and peering
- WiMAX VoIP

Enterprises & government

- IP telephony
- Unified communications
- Interactive video
- AS-SIP-based government applications
- SIP trunking
- SIP federation
- IP-enabled contact center
- Enterprise fixed mobile convergence
- Public/private remote site integration

as of 12/31/2010

Founded
August 2000

Public company
Traded on NASDAQ under the symbol “APKT”

Employees
570 employees in over 31 countries

Corporate headquarters
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Management team

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Co-Founder, President, CEO

Patrick MeLampy
Co-Founder, CTO

Dino Di Palma
Vice President,
Sales/Business Development

Seamus Hourihan
Vice President,
Marketing & Product Management

Erin Medeiros
VP, Professional Services

Peter Minihane
Chief Financial Officer

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For service providers, our Net-Net product family plays a critical role in next-gen, converged fixed-mobile architectures including 3GPP IMS, 3GPP2 MMD, ATIS, ETSI TISPAN, GSMA, the MultiService Forum and PacketCable. It secures the subscriber access and interconnect/peering borders and enables interoperability of heterogeneous endpoints, service infrastructure elements and networks to maximize service reach. It controls admission, overload and IP network transport to assure SLAs, maximize revenues and minimize costs. Lastly, it enables regulatory compliance with emergency service (E911), national government priority service (GETS) and lawful intercept (CALEA) requirements.

For enterprises, contact centers and government agencies, our Net-Net product family connects islands of IP communications by enabling the secure delivery of a broad range of interactive communications services and applications ranging from basic VoIP to unified communications to interactive video. It secures enterprise communications services, infrastructure, applications and information, ensures interoperability with wide-area IP services, and assures the reliability of end-to-end communications between end users.

Products

Session border controllers

Session border controllers (SBC) provide critical control functions to deliver high quality interactive communications—voice, video and multimedia sessions—across IP network borders. Already widely used by service providers throughout the world, SBCs are increasingly deployed by enterprises, contact centers and government agencies to improve interoperability, secure enterprise infrastructure, services, applications and information and improve the reliability of IP-based communications.

A “session” is any real-time, interactive voice, video or multimedia communication using IP session-layer signaling protocols such as SIP, H.323, MGCP, Megaco/H.248 or RTSP. The “border” is any IP-IP network border such as those between service provider and enterprise, residential or mobile customer/subscriber; or between two service providers. The “control” functions satisfy requirements in five major areas - security, service reach maximization, service level agreement (SLA) assurance, revenue and cost optimization and regulatory compliance.

SBCs are designed specifically to make networks “session aware” by enabling them to recognize, manage and integrate the various communication flows that comprise a single session and then treat those media flows as a single session with the appropriate priority, security and routing among other networks.

Session-aware load balancers

Session-aware load balancers (SLB) enable linear, non-disruptive scaling of capacity to 2 million subscribers from a single SIP IP address. They support the delivery of any IMS, RCS or NGN service; any SIP application - voice, video, presence, messaging and multimedia; over any mobile or fixed line access network including the Internet.

SLBs are deployed in conjunction with SBCs configured to create a SBC cluster. The SBC clusters provide dynamic, adaptive load balancing of subscribers based on SBC availability and health score; and subscriber capacity, load, and session state. SBC clusters scale subscriber capacity without requiring architectural forklifts or network disruptions.

SLBs feature carrier-class high-availability to ensure no loss of active sessions in the event of single system failures. Deployed as 1:1 active-standby units, they checkpoint configuration and cluster state. As all cluster elements are SIP subscriber and session-aware, SLBs and SBC clusters provide a superior solution in terms of scalability, dynamic adaptive load balancing, redundancy and management compared to traditional Layer 3/Layer 5 Web load balancers and SIP redirect servers

Multiservice security gateways

Multiservice security gateways (MSG) are a very specific type of IP network “border controller” used by mobile service providers. MSGs securely connect subscribers to their mobile voice and data services over the untrusted access networks. As a “gateway” they are deployed at the border between the core mobile services network and the untrusted Internet or wireless networks that use public, unlicensed spectrum such as WiFi. They are “multiservice” in that they transport both voice and data services, WiFi and femtocell and support both SIP and legacy signaling environments. Their “security” function authenticates mobile end-points, secures the voice and data traffic within IPsec tunnels to ensure privacy and protect against theft, and defends against DoS/DDoS attacks on the mobile service infrastructure at the TCP/IP and IPsec networking levels to deliver non-stop service.

Femtocell and fixed mobile convergence services enabled by MSGs overcome the poor radio access network coverage found in many geographic areas and inside large buildings. Consequently, they can accelerate fixed-mobile substitution - making the wireless phone the only phone - for today's mobile circuited-switched TDM voice and IP packet data services. This solution also reduces mobile service provider networking costs by using the "free" Internet for backhaul and offloading macro networks.

MSGs will also help enable new revenue opportunities by delivering enhanced SIP-based applications such as video sharing, video calling, push-to-talk, home monitoring, instant messaging, multimedia collaboration, white-boarding, international toll bypass and others. Eventually, SIP-based voice will replace today's circuited-switched TDM basic voice service. These SIP-based services are controlled by the SBC, making the integration of SBC and MSG a natural combination.

Policy exchange controllers

Policy exchange controller (PEC) addresses critical security, interoperability, routing and scaling challenges next generation Long Term Evolution (LTE) and IP Multimedia Subsystem (IMS) networks. These all-IP networks require the exchange of policy information among network elements for each subscriber data voice, video, IM or other type of SIP session. More specifically, subscriber and session authentication, authorization, location, charging and quality of service (QoS) information must be exchanged among many signaling elements. This information must also be exchanged between visited and home networks for roaming subscribers. Diameter is the IP signaling protocol that supports this policy information exchange in all-IP networks.

A PEC is a new network element that enables the exchange of policy information within service provider LTE and IMS networks and or across LTE IP network borders. By aggregating and controlling Diameter transactions, PECs reduce costs, streamline networks and assure availability for LTE and IMS networks. PECs support multiple applications including LTE data and voice roam¬ing, policy aggregation and federated service delivery.

Session routing proxies

Session routing proxies (SRP) route SIP-based voice, video, instant messaging and multimedia sessions within and between the mobile, fixed-line and transit networks of service providers. Session routing proxies address scaling problems when session routing decisions become much more complex, requiring a dynamic, real-time routing decision for each individual session for multiple sources and destinations within a network. These source and destinations are other SIP signaling elements such as session border controllers, wireless Mobile Switching Centers (MSC), IMS subscriber call control elements, CLASS 5 softswitches, Cable Modem Termination Systems (CMTS) and softswitches controlling media gateways.

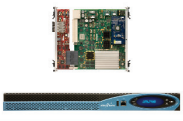
SRPs centralize and consolidate routing control, reducing costs. Since the source and destination SIP signaling elements are session-stateful, a SRP can operate in a stateless or transaction-stateful mode, maximizing routing performance.

Because the routing table size needed to support SIP-based services can be massive, session routing proxies are capable of using both internal and external routing databases. Internal routing databases best support static, localized routing decisions for up to a few million routes. Routing rules that are extremely dynamic, global or exceed a few million routes are best supported using the high-capacity, centralized external databases.

Acme Packet's Open Session Routing (OSR) architecture features our session routing proxy, the Net-Net Session Router (SR), using industry-standard ENUM, SIP, XML or DNS protocols to access industry-leading routing database products and services from Acme Packet's OSR partners.

Acme Packet Net-Net platforms

Our session border controller (SBC), session-aware load balancer (SLB), multiservice security gateway (MSG), policy exchange controller (PEC) and session routing proxy (SRP) configurations leverage the rich functionality of Net-Net OS on the industry's most comprehensive and scalable portfolio of hardware platforms. The brand name "Net-Net" reflects the role of our products in interconnecting IP networks to deliver trusted, first-class communications services and applications.

Products	Net-Net 3820	Net-Net 4500	Net-Net 9200
			
SBC	*	*	*
SLB		*	
MSG		*	
PEC		*	
SRP	*	*	*

Acme Packet products by platform

Net-Net 3820 platform

The Net-Net 3820 is our SBC and SRP solution for smaller service providers, government defense and security–focused agencies, small enterprises and smaller sites within larger organizations. The NEBS-compliant Net-Net 3820 features Acme Packet's custom hardware design and offers dual AC or DC power supplies for customers who require carrier-class hardware and flexible configuration options in an entry-level solution.

Net-Net 4500 platform

The carrier-class Net-Net 4500 platform delivers unmatched performance and configuration capabilities in a 1RU form factor. It supports all Acme Packet Net-Net SBC, SLB, MSG, PEC and SRP configurations, functions and features supported by Acme Packet's Net-Net OS. The Net-Net 4500 satisfies all of the functionality, scalability, availability and manageability requirements of service providers, enterprises and contact centers, and government security and defense agencies.

Net-Net 9200 platform

Acme Packet's Net-Net 9200, introduced in 2005, offers our highest levels of performance, capacity and availability for service provider and enterprise deployments in a single 7 RU hardware chassis-based system. The Net-Net 9200 also supports high-capacity transcoding and transrating for a wide selection of wireline and wireless codecs and may be configured as a dedicated transcoding gateway for standard and high-definition voice services and applications.

Net-Net 4500 ATCA blade

This ATCA blade is designed to be easily integrated by wireless and wireline communication systems vendors into their ATCA chassis. The blade supports all Acme Packet Net-Net SBC, MSG and SRP configurations, and all of the functions and features supported by Net-Net OS. Consisting of an ATCA front card and rear transition module, the ATCA blade is purpose-built to enable Net-Net OS functions and exploits the power and capacity of the industry's best processing and memory components.

Management systems

Net-Net EMS

Our element management system (EMS) for the Net-Net family supports all required configuration, fault, performance and security management functions for multiple border elements in multiple networks through an easy-to-use, browser-based graphical user interface. Net-Net EMS can efficiently integrate into existing and next-generation operational support systems through industry-standard SOAP/XML, SNMP v2c and syslog interfaces. Other management tools include CLI, telnet, FTP and RADIUS.

Net-Net RMC

Our Net-Net Route Manager Central (RMC) complements Net-Net EMS to consolidate and automate the management and distribution of up to two million routes per Acme Packet SBC or SRP. It manages routes through an intuitive, easy-to-use, browser-based graphical user interface. This element management application can automatically distribute routing information to all or specific subsets of SBCs and SRPs in the network.

Customers

Acme Packet has over 1300 customers in 105 countries and include 90 of the top 100 service providers in the world; and 30 of the Fortune 100. Announced customers include:

- AAPT
- Access One
- ADP
- Aero Group
- Agsm
- Albacom
- Alteva
- AMA Techtel
- Amnet Telecom
- AR Telecom
- Arcor
- AT&T
- Atlanet
- Auna (Ono Group)
- B2B2C
- BandTel
- Bandwidth.com
- Belgacom
- Belgacom International Carrier Services
- Bell Canada
- Bezeq
- Bixby Telephone
- Brasil Telecom
- British Telecom (BT)
- Broadconnect
- Broadnet
- Broadview
- Broadwing
- BTC Broadband
- Cable & Wireless Worldwide
- Cablecom
- Call Genie
- Calltrade
- Capcom
- CBeyond
- Centurytel
- Charter
- Chief Telecom Inc
- China Mobile
- China Unicom
- Cincinnati Bell
- CommPartners
- Comunitel
- Covad
- Cricket
- Croatia Telecom (T-Hrvatski Telekom)
- D&E
- Dash Carrier Services
- De-Fi Mobile/ Telemoto Ltd
- DGC
- Earthlink
- Echopass
- Ecuity (Fox Comm.)
- Edutel
- Eircom
- Engage
- Evolve IP (GPX)
- FastWeb
- Fibernet Group
- Fonix Telecom
- France Telecom
- Fusion
- Global Connect
- Global Crossing
- Glowpoint
- GVT
- Grande
- Hanaro
- Hanjin Group
- Hosted IP Comms
- Hunt Telecom
- ICE
- iiNet
- IMPSAT S.A.
- Independence Light & Power, Telecommunications
- InPhonex.com
- InTechnology plc
- Internet Solutions
- Internode
- Interoute
- Intrado
- Iowa Network Services
- IP Directions
- IPLAN
- iTalk
- Jajah
- Kabel Deutschland
- KDDI
- KOC.net
- Korea Cable Telecom (KCT)
- Korea Telecom (KT)
- Lannet
- LGT
- Lightedge
- Lightyear Network Solutions
- Lyse
- Mainstream Digital Ltd
- Massxess
- MCI (Verizon Business)
- Medtronic
- Merit
- Mobitel
- Momentum Telecom
- MSTAR.NET
- MTEL
- MTO Telecom
- MTS Allstream
- Netia
- Neuf Cegetel
- New Global Telecom
- Nexus Telecommunications
- Nianet a/s
- Nsight Services
- NTT
- Nuvio
- Nuvox
- O.S.S. Corporation
- O1
- O-bit Telecom
- On.Net
- Onvoy
- PacketOne
- Pac-West
- Paetec
- Penn
- Phone Power
- PointOne (Unipoint)
- POPP Telecomm
- Portugal Telecom
- Primus Australia
- Primus Telecommunications
- Protus IP Solutions
- QSC
- Qwest
- RedVoiss
- Reedsburg Utility
- Samsung
- San Isabel Telecom
- Simple Signal
- Singtel
- SK Broadband
- Sonaecom
- Speakeasy
- SpeechStorm
- Spirit Telecom
- State of Delaware (DTI)
- Suntel
- Telcove
- TeleBarbados
- Telebec
- Telecom Italia
- Telecom Italia Sparkle
- Telecom New Zealand International (TNZI)
- Telecom Slovenia
- TeleCommunication Systems, Inc. (TCS)
- Telefónica de Espana
- Telefonica del Peru
- Telefónica Deutschland
- Telefónica International Wholesale
- Telefónica Móviles
- Telenor
- Telenor Sverige AB
- Telmex (Teléfonos de México)
- Telstra
- Telus
- TheGlobe.com (voiceglo)
- thevoicefactory
- Thing5
- Thomasville Utilities
- Tigo Bolivia
- Time Warner Cable
- Tortel/Broadconnect
- TOT
- Trans Telecom
- Tri County Telephone (TCT)
- True Corporation
- Unity Business Networks
- Vectra
- Verizon
- Vodafone Portugal
- Vodafone Spain
- Voicedot
- VoIP Corp
- VoIP Inc.
- VOIP Logic
- VoIP Solutions
- VoIP.com (IP Retail)
- Vonage
- Wind
- WorldNet
- WorldxChange
- XO

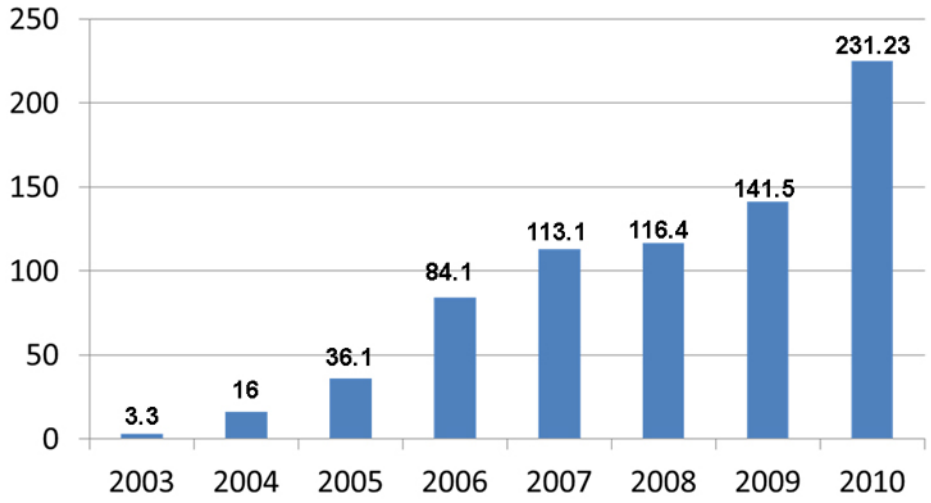
Distribution, channels and support

Acme Packet sells to and supports its customers using both direct and indirect channels. We leverage the expertise of over 140 channel partners including the following who operate worldwide:

- Alcatel-Lucent
- Avaya
- Black Box
- Dimension Data
- Ericsson
- General Dynamics
- IBM Global Services
- Italtel
- Metaswitch Networks
- Motorola
- NEC
- Nokia-Siemens Networks
- Siemens Enterprise Networks
- Technica
- UTStarcom
- Westcon Group

Financial highlights

Total revenue
(US$ in millions)



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