FREQUENTLY ASKED QUESTIONS

Do I need to purchase a whole new system, or does Pendragon™ work with my current equipment?

You don't need to buy a whole new system to get the benefits of Pendragon. It will work in your network's current configuration and supplement any existing tools by providing network segmentation, access management, traffic management, and intrusion detection.

Pendragon is initially installed in a Passive Learning Mode. It learns information about the endpoints as soon as it sees a heartbeat on an IP address. It automatically identifies any device and its traffic and categorizes the device to ensure it is in the proper network segmentation. If you request additional insight, Pendragon is SNMP compatible, hardware integration friendly, and can run an agent on end point devices. These features can provide a more in-depth level of monitoring.

What are the advantages of Pendragon over Meraki?

Key advantages of Pendragon over Meraki include:

- Pendragon is a network management and security platform. Meraki is a Wi-Fi platform.
- Pendragon offers on-premises management with the ability to act independently of the Cloud. Meraki can only manage a network if the network can access the Cloud.
- Pendragon provides a full managed solution. Meraki is hardware alone that requires additional management.
- Pendragon is a cross platform solution, which means that you can change to different Wi-Fi hardware. Meraki only works within its own ecosystem.
- Pendragon provides Network Controller Plugin Integration that allows you to utilize hardware like Meraki while offering a single view and granular command of your entire network.

What are the advantages of Pendragon over Kerio?

Kerio is a basic firewall with a few additional features, including minor intrusion detection capabilities. In addition to everything Kerio offers, Pendragon provides signature-based detection through an enterprise-level firewall, providing daily threat intelligence that is automatically curated, delivered to Pendragon, and implemented by Threat Prevention, stopping all new threats automatically. This reduces resources, complexity, and latency by automatically blocking known malware, vulnerabilities, and exploits.

Additionally, Pendragon automatically discovers, classifies, and applies policies for users, devices, systems, and applications on your network, giving you the ability to deny a customer connectivity or command traffic as needed.

What does Pendragon cost, and do I need to have VSAT service?

Pendragon is billed as a subscription service based on your unique needs. The platform can run across any WAN connection, but at this time, it is being offered only to Isotropic VSAT subscribers.

What is required for set up and installation?

Before Pendragon can be installed at your location, we conduct some preliminary exploration in the form of a questionnaire and, if needed, a site inspection to better understand both your needs and network infrastructure. This approach ensures that we're not only maximizing the value of Pendragon, but that we're also establishing seamless support for you.

What is the support for the system, and is it included or billed as an extra charge?

Pendragon comes standard with 24/7/365 support from our team of experts at our Network Operations Center (NOC) with no extra fees.

Is Pendragon VLAN restricted?

No, Pendragon can be customized to fit to your needs.

Can you have multiple VPN's?

Yes, but we should discuss VPN requirements to ensure we do our best to optimize VPNs over VSAT.

What is deep network inspection?

This is the ability to understand the details of all the devices within your network and what applications are being utilized across it. This allows you to better understand the needs of the environment and systems on your network.

What is a honeypot, and how does it report?

A honeypot is used to detect attacks against your network. It's a decoy system that gives your attacker fake systems they may attempt to attack instead of your main network.

How does Pendragon prevent cyberattacks?

Pendragon prevents cyberattacks by protecting you from the outside with our enterprise-level, next-generation firewall, while also finding vulnerabilities on your internal systems and identifying anomalous or malicious activity to be remediated.

Can Pendragon isolate any threat before it reaches the onboard network?

Yes, Pendragon works to identify malicious traffic coming from external sources and blocks it, but the most important thing it does is work to identify threats from inside your network.

How user-friendly is Pendragon?

Pendragon features an intuitive user interface designed to provide you with easy access to your data while empowering you with the ability to command network access, throughput usage, and security threats down to individual users and devices. Pendragon also has automated alerts built in to make you immediately aware of any potentially harmful activities happening across your network.

How technical do you need to be to set up and manage Pendragon?

As a managed solution, the Pendragon system configuration and setup are done by our team of engineers. We also perform regular maintenance updates and ensure that the latest patches, improvements, and threat detection information are installed and available. Our goal is to tailor a simplified, secure solution that provides you with understandable information and total command of your network.

How much space and power does it require?

Pendragon only requires 1U of rack space and 120VAC with a maximum power draw of 400W.

Does Pendragon only work with Isotropic's VSAT service?

No, Pendragon can use internet connectivity from any provider. As there will never be enough bandwidth, our SD-WAN features look forward to future integration with LEO and MEO networks.

How many internet inputs can it control?

Pendragon can provide up to 4 different internet inputs (4 WAN).

How does Pendragon use AI and at what level?

Pendragon's internal system utilizes a machine learning powered Next Generation Firewall in the core to proactively assist in intelligently stopping threats and recommending security policies.

Isotropic
Connecting the Planet

What is SD-WAN and how does it affect my network?

SD-WAN stands for Software Defined–Wide Area Network. It is a virtual architecture that allows you to utilize multiple WAN connections to provide redundant connectivity across multiple carriers. Pendragon utilizes this framework to intelligently switch between networks to maximize your throughput and provide you with the best experience possible.

How does the Intrusion Prevention System work?

The Intrusion Prevention System blocks all traffic that is or is suspected of being malicious. Pendragon then notifies you of the quarantine, giving you an opportunity to take the appropriate action.

How do you control throughput?

Powered by Datadragon®, our real time control software instantly analyzes and enforces policies on millions of applications, users, and devices populating the network. The system prioritizes traffic based on the rules you establish.

How detailed is the throughput monitoring software for Pendragon?

There is no other platform in the market offering the level of granular insight into the flow of your throughput that Pendragon does. It allows for very fine control of your network traffic down to the user, device, and application.

What does LEO-ready mean regarding Pendragon and operations?

Low-Earth Orbit (LEO) satellite providers such as SpaceX, Amazon, Telesat, and OneWeb are making great strides on the path to affordable high-speed satellite internet service. Due to the ever-increasing demand for more bandwidth, it will take a diverse network of technologies to truly connect the planet, with satellite playing a key role. As a future-ready solution, Pendragon's SD-WAN technology offers an open port for LEO service to plug in to and expand throughput availability.

How many different reports can Pendragon generate?

Currently, Pendragon offers the ability to view your entire network in real time with information and reports available from us on demand. In a near future release, we will provide you with the ability to download basic reports with options for custom reporting features to follow.

For more information, please visit
http://isotropic.network/solutions/pendragon/.