



## VT iDirect, Inc. Company Backgrounder

### Overview

Satellite communications is quickly emerging as an integral part of global IP networks. People and organizations need to stay connected to the network wherever they are. However, terrestrial and wireless networks are inherently limited in their ability to provide this level of connectivity. Recognizing this growing demand, iDirect has developed a satellite communications platform that enables IP applications to run reliably and efficiently over satellite. iDirect's advanced technology provides organizations with immediate global reach—making critical communications possible in challenging and diverse environments.

The applications for satellite IP communications continue to grow extensively and include:

- **Integrated networks:** IP networks that span the world, combining terrestrial, wireless and satellite communications to provide seamless access to voice, data and video applications.
- **Mobility:** High-speed mobile broadband onboard military and commercial land vehicles, sea vessels and aircraft—providing full network access for communications on the move (COTM).
- **Retail operations:** Multipurpose networks that provide immediate connectivity ensure business continuity and support digital signage.
- **Emerging markets:** Critical Internet availability and cellular connectivity that provides a lifeline in developing nations, enabling business growth and social advancement.
- **Distance learning:** Two-way networks that support shared voice, data and video applications as well as interactive multicasting.
- **Remote connectivity:** Broadband communications in the most remote and demanding environments, fueling IP applications on oil rigs and enabling cross-continent government efforts.
- **Disaster recovery:** Instant, life-saving communications in the wake of catastrophes and essential back up for ongoing business continuity.
- **IP broadcasting:** IP routing over satellite for broadcasters and broadband service providers expanding their market into IP-based entertainment.

Because satellite communications applications are so diverse, service providers in the industry must be prepared to meet a broad range of end user needs. To help them accomplish this, iDirect has developed a single, integrated IP platform that can support any customer application regardless of satellite band, network topology, location or bandwidth requirement.

The iDirect Intelligent Platform™ is an engineering achievement unmatched by any other technology provider in the satellite communications industry. It integrates advanced technology into iDirect's portfolio of hubs, routers and network management software to address the growing complexity of deploying and managing global IP networks. As a result, iDirect technology continues to be rapidly adopted worldwide—trusted to support critical IP applications—making satellite communications a more reliable way to get and stay connected.

## Key Figures

*iDirect: 2009 figures*

<b>Industries served</b>	40+ industries including oil and gas, maritime, retail, media/entertainment, healthcare, financial and education
<b>Growth rate</b>	40%
<b>Market share</b>	46% hub market share
<b>Employees</b>	More than 340 worldwide
<b>Partners</b>	A global network of more than 350
<b>Number of hubs deployed</b>	1,100+ worldwide

## Structure

iDirect's legal name is VT iDirect, Inc. the product family name that we do business as is iDirect.

iDirect's parent company, Vision Technologies Systems, Inc. (VT Systems) ([www.vt-systems.com](http://www.vt-systems.com)), and its subsidiaries are preferred providers of engineering solutions, products, integrated systems and services in the Americas, supplying solutions across its core business areas of marine, aerospace, electronics and land systems. VT Systems is a wholly owned subsidiary of Singapore Technologies Engineering Ltd. (STE). As part of Singapore Technologies and VT Systems, iDirect benefits from expansive technology capabilities, leadership across multiple vertical industries and access to global resources.

iDirect Government Technologies (iGT), created in 2007, is a wholly owned subsidiary of iDirect and was formed to better serve the government and defense communities. iDirect has developed the leading IP-based, bandwidth efficient satellite platform for government and military communications and the only TRANSEC-compliant, FIPS-certified security package in the satellite industry. iGT provides a singular focus to offer the best products and services to support diverse government operations both domestically in the U.S. and internationally.

In 2009, iDirect acquired UK-based Parallel Limited, the developer of the award-winning SatManage network management software suite. SatManage is a sophisticated Web-based management system designed to meet the demanding requirements of large-scale, complex networks. Parallel developed SatManage to help satellite service providers manage IP networks that span thousands of sites and feature a wide range of fixed and mobile applications. The software suite has been embraced by many of the world's leading service providers to help them lower operational costs, increase customer satisfaction and capture a larger market opportunity.

## Technology—The iDirect Intelligent Platform™

The iDirect Intelligent Platform is a single, integrated satellite communications system that enables service providers to meet any customer requirement and run their business more efficiently and profitably. The platform is distinguished by several advanced technologies that anticipate and address service providers' complex and diverse needs.

- **Flexibility to maximize business opportunities:** iDirect's universal satellite hub enables network operators to deliver the highest quality connectivity regardless of bandwidth requirement, location, business application, satellite band or network topology.
- **Dynamic bandwidth management:** iDirect's sophisticated Quality of Service feature enables service providers to meet the growing demand for service level agreements tailored to diverse end user applications such as VoIP, data sharing and videoconferencing.
- **Satellite capacity efficiency:** With technologies like DVB-S2 with Adaptive Coding and Modulation (ACM) built into the iDirect platform, service providers can better utilize their network bandwidth resources and realize immediate bandwidth savings.
- **Advanced IP routing capabilities:** With IP routing protocols such as BGP and VLAN Tags, the iDirect platform seamlessly integrates into core MPLS networks.
- **Security in all environments:** iDirect provides two-way encryption that meets military and commercial needs. AES security is optional throughout the iDirect product family providing secure transmission of IP data. Additional optional features like military-grade TRANSEC and FIPS compliance provide higher levels of security for mission critical government applications.
- **True mobility:** iDirect's automatic beam switchover, geographic tracking and spread spectrum features ensure seamless connectivity as trains, vessels, yachts or small high speed land vehicles travel between multiple networks controlled and managed through one global management system.
- **Network management simplicity:** iVantage™, widely considered to be the best management system in the satellite industry, enables network operators to dramatically simplify the configuration and management of multiple satellite networks.

## Product Portfolio

**Universal Satellite Hubs.** The iDirect portfolio of satellite hubs allows service providers to offer broadband service over satellite that matches the quality and performance of broadband terrestrial networks. iDirect's universal satellite hub enables customers to operate a shared bandwidth platform spanning multiple satellites, multiple transponders and multiple topologies simultaneously including mesh, star, SCPC and hybrid networks.

**Satellite Remote Routers.** iDirect offers a full line of satellite remote routers to suit the needs of any organization. The iDirect router is a "single box" solution that includes a satellite modem, IP router, optional encryption, TCP optimization over satellite, and QoS/prioritization.

**Network Accelerators.** iDirect network accelerators maintain TCP performance when working with VPN security systems and support real-time applications such as VoIP and streaming video.

**Optimization Technology.** iDirect enables service providers and enterprises to optimize bandwidth efficiency across numerous critical scenarios from GSM backhaul to bandwidth-intensive network applications.

## Rankings and Awards

iDirect is the recipient of numerous industry and technology leadership awards, testimony to a long-standing commitment to both technology innovation and business excellence.

### QuEST TL 9000 Certification

The Telecom Quality Measurement System, 2008

### Teleport Technology of the Year

World Teleport Association, 2008

### Fastest Growing Companies

*Washington Business Journal*, three years in a row 2005, 2006 and 2007

### Market Leadership Award

Frost & Sullivan, for dominant market presence and growth in the Middle East and Africa (MEA) region, 2007

### Product Innovation Award

Frost & Sullivan, 2004 and 2006

### Marketing Campaign of the Year

American Marketing Association, for "No Restraints" campaign, 2006

### Teleport Technology of the Year

World Teleport Association, 2005

### Innovation and Technology of the Year

ISCe Advisory Board,

### Deloitte & Touche Fast 50

#1 on the list of the fastest growing U.S. technology companies in Virginia, 2005

### Inc. 500 Fastest Growing Companies

Three years in a row 2003, 2004 and 2005

### Best Places to Work

*Washington Business Journal*, 2005

### **iVantage™ Network Management.**

iVantage, iDirect's industry-leading network management system, represents a complete suite of software-based tools for configuring, monitoring and controlling the entire satellite network from one place. iVantage transforms the way complex satellite networks are managed with its intuitive visual interface and built-in intelligence that automatically anticipates potential network outages and provides real-time network performance analytics.

**The iDS/iDX SoftwareSuite.** iDirect's software delivers the latest technology innovations and features, such as spread spectrum and application-level QoS (Group QoS), providing maximum flexibility for bandwidth management and end user applications across the iDirect Intelligent Platform.

### **Channel Partners**

All iDirect products are sold through a diverse global network of more than 350 satellite providers, network operators and carriers, including seven of the World Teleport Association's Global Top Ten. iDirect works closely with its channel partners to deliver strategic business value. Their combined "front line" market intelligence is reflected in the features and functionality of every iDirect product, engineered to meet specific end-user business problems and to integrate seamlessly with service providers' broader network offerings.

### **Customer Support, Services and Training**

iDirect provides partners with comprehensive support, professional services and training to improve efficiencies, drive profitability and optimize every iDirect investment.

iSupport provides round the clock access to world-class engineers and network experts through the iDirect TAC (Technical Assistance Center). iDirect also provides a comprehensive Web gateway including the latest integrated tools, best practices and comprehensive knowledgebase, in addition to an online issue tracking system.

The iDirect Professional Services team, with a portfolio of more than 20 specialized service offerings, helps partners meet tight deadlines and maintain project budgets. iDirect also offers a full series of year-round training classes on the installation, operation and maintenance of all products.

### **Executive Team**

iDirect's management team has a proven track record of technology-industry success. The team includes:

- Mary Cotton, Chief Executive Officer
- David Bettinger, Chief Technology Officer
- Toni Lee Rudnicki, Chief Marketing Officer
- Dean Griffler, Senior Vice President, Global Sales
- Scott Denning, Vice President of Global Supply Chain
- Chris Norem, CFO, Finance
- Amy Cahoon, Vice President, Human Resources
- John Ratigan, President, iDirect Government Technologies

### **Key Corporate Milestones**

#### **2009**

- iDX 2.0 software launched, integrating iFINITI® and Evolution® onto a single powerful platform
- Expanded product line by launching e850mp, Evolution X5 Satellite Router, Evolution XLC-11 Line Card and Evolution XLC-M Line Card
- iDirect acquired Parallel Global and its SatManage suite of Web-based software tools for the automation, monitoring and integration of hybrid networks and NOC-based applications

- Partnered with Uplogix, a leading provider of secure remote management (SRM) solutions, to automate routine onsite administration, maintenance and recovery tasks
- Partnered with Ericsson to create the MiniSite system, which includes the GSM base station and the iDirect remote, combined into a single weather proof, outdoor enclosure
- Continued to dominate the market for satellite IP hubs, accounting for nearly half of all hubs shipped in 2008, according to a new report by COMSYS, the satellite industry's leading analyst firm
- Remained the world's second largest VSAT systems manufacturer by TDMA hardware revenue
- New corporate website wins The Web Marketing Association's Standard of Excellence Award in B2B Website Design
- Customer satisfaction hits all-time high with over 95% of customers reporting overall satisfaction

#### **2008**

- iDirect awarded coveted TL 9000 quality management system certification for excellence in hardware quality and customer service
- Company ships first DVB-S2/ACM product line, Evolution
- Panasonic Avionics licenses iDirect's satellite IP router technology as a core component of the Panasonic eXConnect in-flight satellite transmission platform
- iDirect awarded the 2008 World Teleport Technology of the Year

#### **2007**

- Increased hub market share to 47%
- Company exceeds 90% customer satisfaction for both products and services for second consecutive year
- iDirect awarded five patents for new technologies
- iDirect announces plans to support DVB-S2 with fully integrated Adaptive Coding and Modulation (ACM) for increased efficiencies
- Company expands world-class universal hub portfolio to address entry-level market
- iDirect Government Technologies is established as a subsidiary of iDirect
- Company introduces global NMS and spread spectrum with automatic beam switchover for the mobile environment
- iDirect enters SCPC market with cost efficient hub
- Company introduces Group Quality of Service for the dynamic allocation of bandwidth across a range of user groups and applications, creating the ability for new tiered service levels
- iDirect opens an office in Dubai

#### **2006**

- Company surpasses \$100M in annual revenue
- Company incorporates transmission security (TRANSEC) into software for military and intelligence applications

#### **2005**

- iDirect awarded 2005 Teleport Technology of the Year for the 5IF hub and broadband IP VSAT System
- iDirect becomes a wholly owned subsidiary of Vision Technologies Systems, the U.S. headquarters of Singapore Technologies Engineering Ltd
- iDirect achieves market leadership position with 40% market share
- iDirect provides critical communications support to the American Red Cross during Hurricane Katrina
- iDirect opens Singapore office to support the growing Asia market

#### **2004**

- Company introduces ground breaking efficiencies with new D-TDMA based iINFINITI series product line including the 3000, 5000 and 7000 series of remote VSAT routers as well as a family of hub line cards
- Company receives FIPS 140-2 Certification 2004 from the National Institute of Standards and Technology (NIST)
- Company deploys 100th satellite hub
- Company opens Hong Kong office, first official office in Asia Pacific region

**2003**

- World's highest VSAT goes live on Mt. Everest powered by iDirect

**2002**

- iDirect ships first 5IF hub and first private hub
- iDirect ships the first NetModem 2 Plus remote

**2000**

- Company officially changes name to iDirect Technologies, Inc.

**1999**

- Company releases the DAMA Remote Broadband Router, enhancing the company's technology offerings to address the Internet and related broadband services

**1994**

- Company is founded as ComSoft Systems Inc.

**Primary Office Locations****Corporate Headquarters**

13865 Sunrise Valley Drive  
Herndon, Virginia 20171  
USA  
1.866.345.0983

**iDirect Europe**

Headquarters  
119-120 High Street  
Eton, Berkshire, SL4 6AN UK.  
+44 (0) 1753 410900

**iDirect MEA**

Dubai  
Office Wing C-603, Dubai Silicon Oasis Authority  
Government of Dubai, PO Box 6009  
Dubai, UAE

**iDirect Asia**

Headquarters  
2 Jurong East Street 21  
IMM Building #05-32/33  
Singapore 609601  
+65 6567 6791

Beijing  
Room 2301, Air China Plaza, 36 Xiaoyun Road  
Chaoyang, Beijing, China 100027  
+86 10 8447 5811

Hong Kong  
11/F, AXA Centre, 151 Gloucester Road  
Wanchai, Hong Kong  
+852 2802 0210

**Contact Information**

Additional information is available on the company Website at [www.idirect.net](http://www.idirect.net).