

# SatManage™ Solution Overview

**SatManage is a sophisticated suite of Web-based software tools for the automation, monitoring and integration of hybrid networks and NOC-based applications.**

SatManage is a powerful extension to iDirect's iVantage™ NMS, taking NOC operations to an even higher standard of network performance and scalability. With solutions for both small and large, more complex networks, SatManage Standard and Enterprise editions enable any operator to improve the overall efficiency of their network operations and increase customer satisfaction and loyalty.

## **Automate and Streamline Network Management Operations**

SatManage integrates and automates nearly every aspect of a Network Operations Center (NOC) and through a rich set of monitoring features, delivers an in-depth view into every aspect of the network's quality performance. NOC operators can easily and rapidly identify problem areas and initiate automated trouble-shooting and fault-management activities to solve network performance issues in real-time. SatManage supports every version of iVantage and iDS/iDX and fully integrates with terrestrial and other satellite NMS to provide a single unified management system.

## **Enhance Customer Management**

SatManage enables service providers to offer customers differentiated services such as automated reporting, performance statistics and optimized network implementations. Service providers can provide their customers with customized reports and share network management tools through a Web-based portal.

## **A SatManage Solution for Any Size Network**

*SatManage Standard* edition is ideal for mid-tier operators with fixed deployments who require a robust, full-featured, out of the box solution. For larger network operations with more complex requirements, *SatManage Enterprise* edition provides extended mobility and traffic analysis features and the ability to do further customization and system integration with external Operations Support Systems (OSS).



## At a Glance

- ◆ Web-based management suite
- ◆ Powerful, intelligent monitoring and data analytics
- ◆ View and analyze network performance in real-time
- ◆ Automatic trouble-ticketing and integration with embedded or external systems
- ◆ Detailed fault management and SLA reporting capabilities
- ◆ Tracks every remote's location and status
- ◆ Customer portals with customizable views
- ◆ Available in Standard and Enterprise edition

# SatManage Standard and Enterprise Editions

## SatManage Core

The Standard edition of this package includes robust monitoring, correlation, and reporting tools to maximize service performance, availability, and bandwidth efficiencies. Leverage the dashboard screen for a consolidated view into overall operations. Simplify circuit management with automated actions. Service providers can proactively manage network performance and quickly troubleshoot issues to reduce operational costs and improve service levels. Additional powerful reporting tools are available in the Enterprise edition.

## NOC Toolset

Gain insight into important network information. The Sun Outage Predictor enables the NOC operator to take pre-emptive measures to prepare for any service outage and broadcast notifications to customers. The Remote Status Module provides a quick graphical view of the status, performance and health of a particular remote. Service providers can streamline operations and improve customer confidence.

## Auto HelpDesk

Automate Level 1 Support and simplify complex NOC operations. Auto HelpDesk automatically detects issues, opens tickets and performs preliminary fault diagnosis. It can also notify customers of issues or resolutions to any problems and send updates on trouble tickets. The automated functions can eliminate up to 70 percent of faults in a short period of time and are fully customizable. Further customization and 3rd party integration are available in the Enterprise edition.

## Customer Management

Service providers can offer customized service portals to their customers, allowing them greater visibility into their traffic usage per site. Furthermore, service providers have the ability to provide live reports on the customer's Service Level Agreements (SLAs). The extensive reports greatly facilitate any SLA reconciliation task, leading to streamlined operations and increased customer satisfaction.

## Mobility

SatManage supports real-time tracking of all remotes anywhere in the world through an advanced web-based system that features current satellite imagery, roadmaps, satellite footprints, real-time weather, radar and mapping tools via external overlays. Service providers can view updated snapshots of the health, status and exact location of each remote. The Multi-homing tool is exclusive to the Enterprise edition.

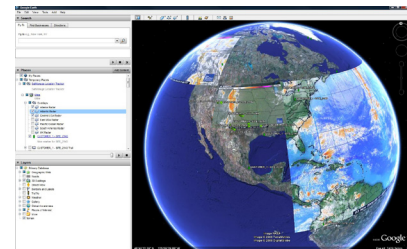
## Traffic Analysis

This tool performs powerful data collection, processing, and storage at the IP address and protocol levels. Service providers get an in-depth understanding of traffic usage patterns to make informed network decisions resulting in bandwidth efficiencies and cost savings. Exclusive to the Enterprise edition.

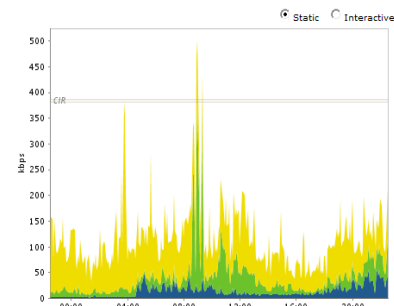
For assistance determining which SatManage edition is right for your network, please contact your Sales Representative at [sales@idirect.net](mailto:sales@idirect.net).



Dashboard



Location Tracker



Traffic Analysis

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