SatManage Overview

Sophisticated web-based software modules for automation, monitoring and integration of hybrid networks and NOC-based applications

1. Web-based network management suite of tools
2. Intelligent monitoring and data analytics
3. Network performance analysis in real-time
4. Fault management analysis and SLA reporting
5. Helpdesk automation

Advancing a Connected World
SatManage Packages

- **Traffic Analysis**
  Tool for detailed traffic analysis per site, VLAN and end-user

- **Mobility**
  Tools for real-time tracking and managing of mobile remotes

- **Customer Management**
  Service portal customization and SLA performance management

- **Auto HelpDesk**
  Automating complex NOC operations, trouble ticketing

- **NOC Toolset**
  Streamlining and simplifying day-to-day NOC operations

- **SatManage Core**
  Monitoring, correlation and reporting tools for maximizing service performance, availability and bandwidth efficiencies
SatManage Core

A rich set of monitoring, correlation and reporting tools greatly enhancing the management of service performance, maximizing availability and bandwidth efficiencies.

- **Tools**
  - Visual Network Correlator
  - Circuit Configuration Manager
  - Reporter
    - VoIP reporting pack
    - Utilization reporting pack
    - Extended reporting pack
  - Remote Status Monitoring

- **System**
  - Database
  - Cache
  - Dashboard
SatManage Core
Network Correlator

Powerful visual correlation allows real-time and historical data to be viewed per network…

Quickly identifies correlated trends and events on an individual remote basis or an entire teleport

All circuits showing acceptable latency

Suddenly the latency of every remote increases dramatically
Allows for very fast fault identification and problem resolution drastically increasing network availability while reducing operational costs.
SatManage Core Dashboard

Single-page overview of all key issues going on in a Service Provider’s network

Users can create their own customized dashboard

Or choose from a number of pre-created dashboards
Allows each user to tailor the tools to their specific network operations tasks allowing for streamlined operations and faster turn-around times.
Multi-faceted reports that are automatically generated from an extensive database

Build own reports from a variety of raw input data
Allows for intelligent reporting on SLA performance simplifying contractual obligations, increasing customer satisfaction, and optimizing bandwidth utilization.
NOC Toolset

Simplifies multiple NOC functions to streamline operations and increase customer transparency and communication

• Automates acceptance of new sites
• Pre-emptive measures to prepare for any sun outage
• Broadcasts notifications to customers and other NOC
• Launch iBuilder and iMonitor in a browser
• High performance, fully backed up documentation portal

• NOC Toolset Modules
  • Circuit acceptance tool
  • Sun outage predictor
  • Planned maintenance
  • Shift message board
  • Remote application connectivity
  • Document portal
AutoHelpDesk

- Automatically detects issues and opens tickets
- Runs preliminary fault diagnosis based on fully customizable scripts
- Notifies customers of trouble ticket updates
- Built-in trouble ticketing or interface to Remedy, others
- Allows customers access to an advanced portal to view status of their trouble tickets

Allows operators to automate Level 1 support eliminating up to 70 percent of faults and issues in a short period of time

AutoHelpDesk
- State model
- Diagnostics
- Ticketing
- Ticket portal (or 3rd party integration)
- Scripting engine
Set of applications that allow real-time tracking of all remotes anywhere in the world through a Google map-based system

**Location Tracker**
- At-a-glance visibility of the location of all customer vessels together with configuration stats of each
- Historical reporting of remote location
- Beam correlation
- Multiple map overlays (weather, wave height, etc.)

**Multihoming**
- Displays a single incorporate view of each traveling remote independent of how many networks it is part of
- Greatly reduces management and fault-finding time
- Simplifies usage reporting
Mobility Package
Location Tracker

Supporting real-time tracking of all remotes anywhere in the world through a Google map-based system

- Displays precise location and summary data for individual mobile assets
- Tracks historical locations for mobile remotes
- Shows current location of the entire fleet of mobile remotes
- Ability to overlay satellite footprint or weather information
- Available in 2D or 3D views
Allows a real-time snapshot of the health, status and location of each remote greatly simplifying the control of the customer’s mobile assets.
Customer Management Package

Set of applications that allows the Service Provider to offer revenue generating services by providing customers unparalleled visibility into their traffic and improved SLA management.

- Customized Customer Portal
  
  "We plan to replace our in-house customer portal with SatManage due to its superior design and ease of customization."
  
  Large Maritime SP

- SLA Performance Manager

  "SatManage has significantly simplified and shortened the time it takes us to convince customers to add more bandwidth, which accelerates additional revenue."

  Large Maritime SP
Customized Customer Portal

- Displays traffic usage information and locations of the customer’s travelling remotes
- Gives customers access to a wide variety of proprietary and publicly available tools and applications such as google earth-maps and weather overlays
- Provides alerts and information on planned events such as maintenance outages
- Uses a secure authentication engine
- Completely customizable

Allows the Service Provider to offer revenue generating services by providing customers unparalleled visibility into their network at all times.
SLA Reporting

- Greatly reduces time spent on calculating monthly SLA reports
- Customisable, automatic SLA Reporting down to the client level
- Flexible calculations for different services levels
- Uses the same source of data and methodology that both parties agreed upon
- Incorporates raw network availability and trouble ticketing information

Allows for simplified SLA reporting and reconciliation of performance data greatly facilitating SLA negotiations and easing reporting compliance
Before Customer Management

Availability Report (Service Providers calculations)

- 89.9%

Availability Report (Customer’s calculations)

- 87.8%

- 89.4%

Trouble Ticket Report

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Accct Mgr

SLA Negotiation & Agreement

Customer
After Customer Management
Traffic Analysis Package

Enables detailed analysis of the end-customer's traffic resulting in bandwidth efficiencies, in-depth understanding of usage patterns and powerful reporting on customer-defined service groups

- Complete understanding of iDirect network topology
- Uses either Cisco NetFlow enabled devices, or the SatManage Traffic Probe
- Performs powerful data collection, processing and storage
- Displays traffic usage information by the individual IP address, port, protocol and VLAN levels
- Displays data by customized traffic groups to create logical traffic groups e.g. Crew Internet, Crew Voice, Critical Data, Engine Management, Navigation Systems
SatManage

Multiple Functionalities - Minimal System Integration

SNMP Managers: HP OpenView, Tivoli, SolarWinds

M & C Systems: ILC Maxview, Newpoint

Packet Analysis: Packeteer, Allot, Wireshark

Trouble Ticketing: Remedy, Footprints

Document Management: Documentum
SatManage Benefits for Service Providers

• Automates and drastically streamlines operations
• Improves service availability and performance
• Generates additional revenue
• Reveals untapped bandwidth resources
• Reduces Total Cost of Ownership