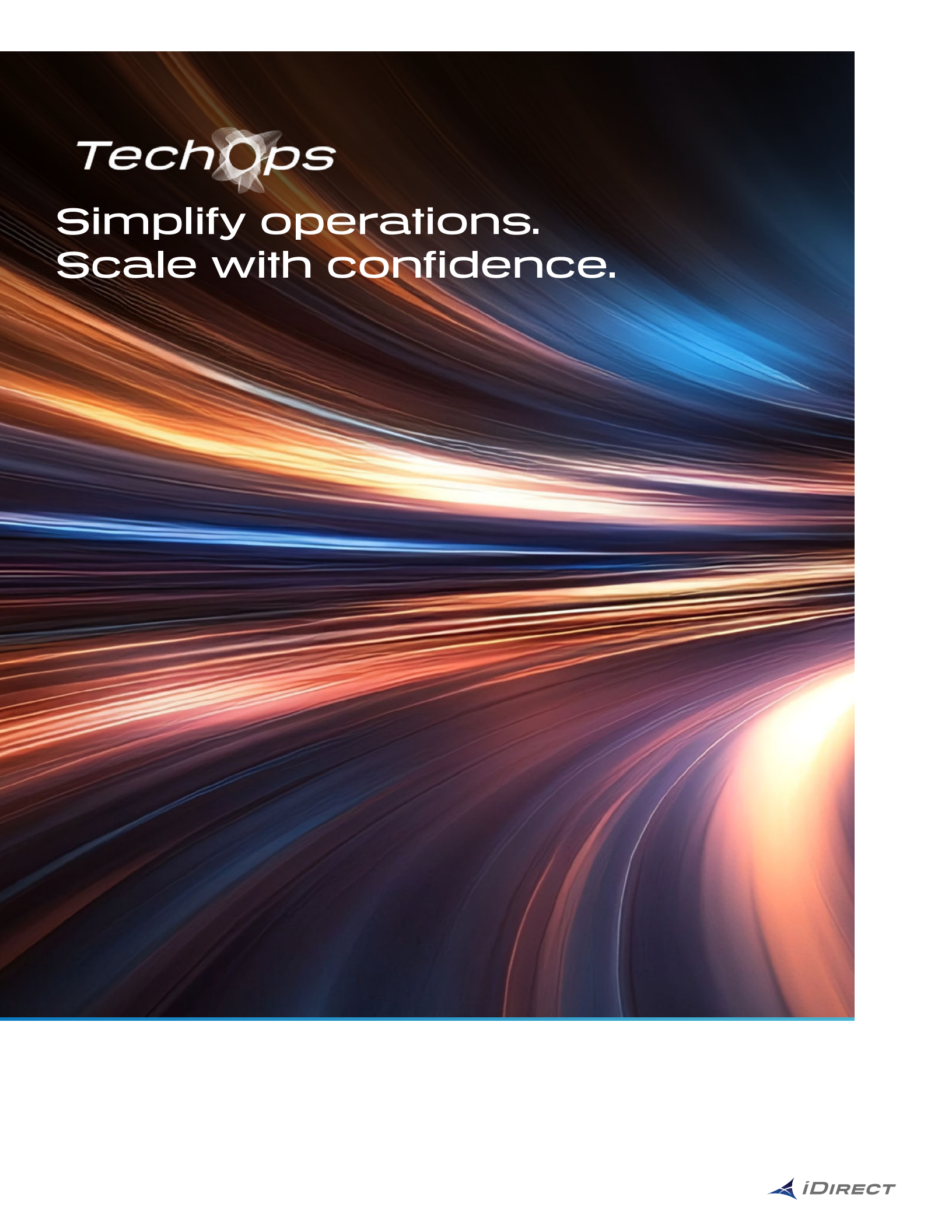




TechOps

Simplify operations.
Scale with confidence.

As satellite networks grow more complex, operators need a simpler way to manage infrastructure, control costs, and keep services performing reliably. TechOps helps customers shift the operational burden to an expert partner—reducing lifecycle complexity while improving visibility, responsiveness, and confidence across the network.

Delivered through flexible professional and managed service models, TechOps supports the full operational lifecycle—from deployment and monitoring to configuration, capacity, reporting, and ongoing service assurance. Customers can choose the level of support they need while staying focused on their core business, customers, and growth priorities.

With predictable costs, proactive operations, and scalable expertise, TechOps helps reduce total cost of ownership, accelerate time to market, and lower risk from change, resource constraints, and technology obsolescence.



Why partner with us?



Control and predict costs

Eliminate cost volatility with predictable monthly pricing—so you stay focused on customer outcomes, not unexpected cost spikes. Align revenue to cost and forecast profit with confidence.



Accelerate time to market

Launch faster by removing the complexity of integration, adoption, and ownership. We eliminate barriers that slow you down—so you deliver services to market with speed and confidence.



Reduce people dependency

Avoid long-term hiring, re-training, and attrition risk. Replace unpredictable people costs with a stable, expert-led service model.



Free up your best resources

Refocus your team on strategic, customer-facing work—not operational overhead. We absorb the complexity so you can scale efficiently.



Proactively prevent and resolve issues

Stop reacting to outages after they happen. We detect and address issues early, reducing escalations, accelerating resolution, and protecting customer experience.



Remove operational complexity

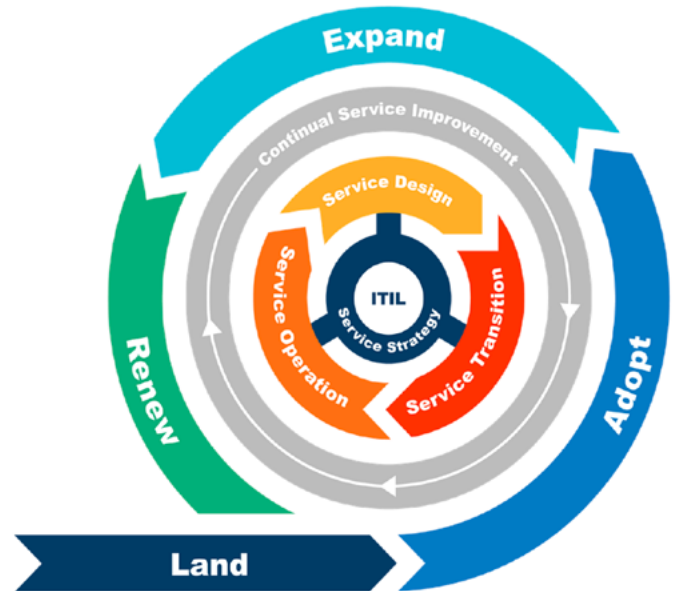
Eliminate the burden of managing infrastructure, upgrades, monitoring, and OSS/BSS integration. We handle the lifecycle—so your operations stay simple and scalable.

Act as a true partner

Move beyond a technology vendor. Gain a trusted partner aligned to your outcomes—delivering transparency, accountability, and shared success. ST Engineering iDirect as a Service Partner brings you,

- Access to technology experts
- Virtual extension of your operations
- Service level management
- Industry best practices
- Transparency
- Value outcomes

ST Engineering iDirect has adopted and embraced ITIL and TSIA service management industry best practices to ensure we are focused on value outcomes rather than technology, with our goal to achieve trusted advisor status.



*LAER concept created by Thomas Lah,
Executive Director & EVP of TSIA*

TechOps Services

TechOps services are designed to meet customers where they are—whether they need targeted expert support, managed infrastructure operations, or end-to-end operational coverage across ground systems and terminals. Each offering provides a flexible path to reduce complexity, strengthen service assurance, and scale operations with the right level of TechOps expertise aligned to the customer's network, resources, and business priorities.

Professional Services

Focused expert support to help customers plan, transition, and adopt new technologies or operating models.

- **Defined scope and timeline** with clear objectives, deliverables, and outcomes
- Accelerates **technology adoption, transition, and deployment** when internal teams are constrained
- Measured by **agreed outcomes**, reflecting its consultative and project-based nature

Essential

Management of core ground system infrastructure while customers retain control of network operations.

- Customers retain responsibility for **network configuration, monitoring, and reporting**
- TechOps operates the **underlying infrastructure**, including hardware, operating systems, virtualization, and ground applications
- Maintains **baseline capacity, configuration, alarms, and system health** to support agreed service availability thresholds
- Includes **proactive monitoring** across key infrastructure and application layers, plus iSupport access

Ground

A fully managed service for customers that want TechOps to operate and optimize hub ground systems.

- Manages **monitoring, configuration, and reporting** against customer and end-customer SLA expectations
- Proactively oversees **service performance, capacity, availability, and system health**
- Supports ongoing **capacity and configuration management** to keep ground systems aligned to network demand

Terminal

End-to-end managed operations across hub ground systems and remote terminals.

- Extends managed coverage to include **remote modem management** alongside hub operations
- Provides **end-to-end visibility, performance oversight, and service availability management** across the full network
- Includes **monitoring, provisioning, capacity, configuration, and version management** across hubs and remotes

Service Deliverables

MANAGED SERVICES - 'PROACTIVE MONITORING'

SERVICE DELIVERABLES	DESCRIPTION	PRO SERVICES	ESSENTIALS	GROUND	TERMINAL
24 X 7	Service operational hours	Office Hours	24 x 7	24 x 7	24 x 7
Configuration and Change Managment	Establish configurations for the ground system to maintain high level service availability and to ensure all changes are communicated, authorized, controlled, measured and reported	Agreed SOW	Hardware OS VM's/Core Application Version control	Hardware (Hub only) OS VM's Core Application functions & version control Security IAM (identity & access mgt) Networks, Mbps, Mhz, Modcods, etc... QoS Layer 2/3 IP, routing & switching Mobility System backups Secure file sharing	Hardware (Modem only) OS VM's Core Application functions & version control Security IAM (identity & access mgt) Networks, Mbps, Mhz, Modcods, etc... QoS Layer 2/3 IP, routing & switching Mobility System backups Secure file sharing Antenna integration
Event Management	Proactively capture alarms and categorizing them into events then filtered to potential outages or degradation records to be recorded for availability or any other associated SLA's as well as escalation to Incident records.	Agreed SOW	Hardware OS VM's/Core Application	Hardware OS VM's/Core application Mod/de-mods Signal level Network Throughput No of remotes Congestion Packet loss	Out of network Signal level Latency Throughput Congestion Packet loss
Incident Management	Proactively monitor and auto create Incident record based on SLA breaching events. Provide auto notification and updates throughout triage with key milestone response and update SLA's	Agreed SOW	Hardware OS VM's/Core Application	Hardware OS VM's/Core application Mod/de-mods Signal level Network Throughput No of remotes Congestion Packet loss	Out of network Signal level Latency Throughput Congestion Packet loss
Capacity Management		Agreed SOW	Hardware OS VM's/Core Application	Hardware OS VM's/Core application Mod/de-mods Network QoS No of remotes	Throughput Congestion Packet loss

Service Deliverables

SERVICE DELIVERABLES	DESCRIPTION	MANAGED SERVICES - 'PROACTIVE MONITORING'			
		PRO SERVICES	ESSENTIALS	GROUND	TERMINAL
24 X 7	Service operational hours	Office Hours	24 x 7	24 x 7	24 x 7
Reporting	Access to self-help customer portal, automated notifications and monthly reports	Agreed SOW	Availability, associated outages and cases Overall throughput Case Mgt KPI's	Availability, associated outages and cases Overall throughput Up/Down stream throughput Network throughput Signal Level No of Remotes Packet loss Up/Down Congestion Location Weather	Availability, associated outages and cases Up/Down throughput Up/Down signal level Packet loss Up/Down Congestion Latency Location Weather
Customer Experience Manager	Dedicated/shared customer experience manager, managing the entire customer journey and experience both commercially and operationally.	Agreed SOW	Self-help Customer portal Monthly availability review	Self-help Customer portal Monthly availability review Case KPI review CSI reviews E2E customer experience review Set monthly meeting	Self-help Customer portal Monthly availability review Case KPI review Remote specific reviews CSI reviews E2E customer experience review Set monthly meeting
Systems Engineer	Dedicated/shared systems engineer	Agreed SOW	Initial core ground infrastructure setup Remote communications setup	Initial core ground infrastructure setup Remote communications setup Full ground network design and configuration Full remote access design and configuration NOC Escalation Network audit/review	Initial core ground infrastructure setup Remote communications setup Full remote network design and configuration Full remote access design and configuration Geo fencing and map-based switching Antenna integration Acceleration integration NOC Escalation Remote performance audit/review

Contact your ST Engineering iDirect Sales Representative to find out how TechOps Services can best serve you.

Learn more at iDirect.net

