



Four Operators.
One Trusted
Service Partner.



September 2026

You've invested in it.
You've integrated it.
You're using it.
But are you getting the
very best out of it?

At ST Engineering iDirect, we've launched TechOps, a managed service solution designed to provide operators and service providers with added value by offloading portions of their service operations.

TechOps is more than just a reliable service partner—it is built on ITIL industry standards and best practices, ensuring high-quality service delivery. As trusted advisors, we offer a range of subscription-based services, from short-term consultative early life support to comprehensive, fully managed premium services tailored to meet evolving operational needs.

'The best service is the one that no one notices'

Our teams are deeply integrated into our customers' operations, fostering genuine partnerships built on trust and transparency. This seamless collaboration allows our customers to concentrate on their core business, confident that their service needs are expertly managed.

BUILT ON TRUST

Over 30 years of expertise in service management and operational support.

Transparency ensured through **comprehensive, fact-based data** reporting across all levels.

Dedicated customer experience team overseeing the **entire service lifecycle**.

OSS team managing enterprise-level service ecosystems and data, enabling the transformation to **predictive service management** while providing a comprehensive **360-degree view** of the entire service lifecycle.

CASE 01 - Media and Broadcast

ABOUT THE CUSTOMER

Fully managed service supporting
Live Television broadcast, file transfer
& centralized control

2 hubs primary & secondary,
geographically diverse

50+ remotes in Europe

PAIN POINTS: *Technology debt*

A prominent and long-established customer, representing over 100 member organizations across 56 countries, with additional partners in Asia, Africa, Australia, and the Americas, reaches a vast global audience. Their critical infrastructure, originally implemented as a turnkey project over nine years ago, was built to meet the specific requirements and technologies available at that time. Like many organizations, they faced the challenge of managing technology debt – arising from outdated systems, knowledge gaps, and security vulnerabilities. This put the customer in a difficult position, as they were tasked with providing 24/7 support for live TV broadcasts, despite operating with minimal resources.



TechOps Solution

By employing a technology-agnostic approach to service management, we were able to swiftly leverage economies of scale through our service organization, enabling our teams to quickly familiarize themselves with the customer's technology and infrastructure. This allowed us to deliver the required 24/7 support, as well as perform on-site gateway audits and maintenance.

Recognizing the need for a more streamlined approach, we decided to revise the existing master service agreement. This revision addressed changes within the customer's organization, introducing greater efficiency and economies of scale while eliminating the multiple single points of failure that had previously existed in the service contract.

Outcome

This two-year partnership has significantly elevated service levels, eliminating the extended downtimes that previously resulted from knowledge gaps, limited resources, and insufficient processes. We have since become a trusted partner, recently extending the service agreement and collaborating on a technology refresh to seamlessly scale and enhance the service offering.

By introducing a standardized approach to service management and best practices, TechOps has successfully met both the customer's current and future needs. In addition to providing hub services, the TechOps team conducts regular audits at the customer's various teleports, performing physical inspections and health checks of the hardware. Furthermore, TechOps offers remote support across 56 countries, ensuring the reliability of the baseband infrastructure throughout Eurasia.

CASE 02 - Offshore

ABOUT THE CUSTOMER

Global satellite operator

Fully managed service supporting
critical offshore energy customers

1 hub

350+ offshore remotes

Platform as a service

PAIN POINTS:
*Fast
go-to-market,
lack of available
resources &
capabilities*

A key strategic customer of a global satellite operator faced an urgent go-to-market requirement to deploy services in the offshore energy sector.

The customer specifically requested the deployment of the ST Engineering iDirect Dialog platform. However, the platform was not part of their existing portfolio, and they lacked experience in its integration and operation.

Additionally, they had no infrastructure or operations teams available to support the platform on such short notice, and full adoption, integration, and staff training on the platform could take 1-2 years.



TechOps Approach

Within two months, TechOps successfully deployed the network based on the Dialog platform, effectively becoming an extension of the operator's team in supporting their end customer. The deployment included multiple satellite networks covering the Gulf of Mexico and over 350 energy assets, such as support vessels and rigs.

This service allowed the operator to bypass their NOC, platform infrastructure team, systems/solutions engineering, and OSS, with TechOps assuming full responsibility for the network, requiring only minimal contact.

Outcome

The global operator was able to quickly go to market and avoid losing a critical contract. With the support of TechOps, they overcame initial challenges related to product lifecycle management, which could have impacted their ecosystem. This successful partnership has now continued for nearly three years.

Adopting new technology is always a challenge, requiring extensive resources across multiple teams—ranging from infrastructure and systems/solutions engineering to NOCs, OSS, and service management. However, by leveraging our TechOps team, the operator was able to bypass the complexities of design, integration, training, and reporting.

Today, the customer manages the entire network with just one employee overseeing operations.

CASE 03 - Government & Defense

ABOUT THE CUSTOMER

Regional satellite operator

1 hub

20 tactical mobile remotes

Fully managed service supporting
critical & tactical government customers

PAIN POINTS: *Limited resources, no transec experience*

A regional satellite operator needed to deliver secure connectivity across a specific area in northern Europe, requiring a TRANSEC solution. Lacking experience in TRANSEC and also undergoing an organizational transformation, the customer turned to TechOps for a fully managed service. To meet this need, they also purchased a TRANSEC hub from ST Engineering iDirect.



TechOps Approach

The TechOps team handled the installation in Germany, along with the ongoing monitoring, support, and configuration on behalf of the customer. As this was a tactical solution, the customer acted as a liaison between TechOps and the end customer, limiting direct contact. However, it was crucial for the TechOps team to fully understand the customer's requirements to ensure informed decisions were made when adding new networks or remotes. The team also needed to be familiar with the remote equipment and its deployment process.

Outcome

We deployed two support engineers to the teleport in Germany to familiarize themselves with the installation. From there, TechOps managed all support and configuration of the equipment on the customer's behalf. The network was tested through various use cases, and after an initial six-month period, the contract was extended for an additional six months.

CASE 04 - Multiple Remote Connectivity Services

ABOUT THE CUSTOMER

IaaS supporting multiple remote connectivity services

Fully managed hub infrastructure

Proactive hub infrastructure monitoring and reporting

Customer owns the hub and remote configuration

PAIN POINTS: *Requirement for detailed data management*

Satellite service providers often face challenges when it comes to investing in and managing equipment. In this case, the provider owned the hub and remote configurations but relied on TechOps to handle the system's management and maintenance.



TechOps Approach

Our Operational Support System (OSS) ecosystem is the backbone of our IaaS capabilities. Through the implementation of an IaaS model, we deliver the critical processes and data management needed to provide deep operational insights, empowering smarter decision-making and optimizing overall network management.

Outcome

With years of OSS experience, the TechOps team has a deep understanding of how systems enhance processes and data management. TechOps showcased its ability to empower customers to become proactive and predictive service providers, moving beyond reactive 'firefighting.' We recognize that simply handing over equipment isn't enough.

Our expert support team remains focused on guiding customers through their data journey, demonstrating how to leverage that data for maximum impact.

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