



> CUSTOMER PROFILE

RigNet, Inc. provides broadband, plug-and-play, voice and video networks exclusively to offshore rigs and remote locations of drilling and production operations. Oil and gas operators and drilling contractors benefit from RigNet's secure, reliable and economical communications network.

KEY BUSINESS BENEFITS TO RIGNET

- **Enables faster growth without increasing IT staff**
- **Minimizes expensive tech support trips to remote locations**
- **Lower remote support costs enable expansion into previously unprofitable locations**

CURRENT CHALLENGES

RigNet serves oil and gas customers at locations that span the globe. The primary responsibility of RigNet's operational team is to ensure that a customer's communications network is always available and delivering a high quality of service. However, this is especially challenging to control in an industry where customers have remote sites, such as oil rigs, located in inhospitable and often hazardous places.

When communications go "off-line" due to an outage or service disruption, it usually means dispatching a RigNet technician via plane or helicopter to fix the problem – a costly, time-consuming, and sometimes dangerous proposition. The same holds true when extensive maintenance has to be performed at a remote site, such as upgrading communications equipment to the latest software revision.

RigNet needed a remote management solution that would:

- **Automatically monitor, diagnose and fix service-related problems at its customers' isolated network locations.**
- **Reduce the need, and additional cost, of having to send a repair tech on-site to perform routine network maintenance and recovery tasks.**

UPLOGIX SOLUTION

RigNet's executive team selected the Envoy management appliance and the Envoy Management Station (EMS) from Uplogix to meet their rigorous network support and automation requirements. Envoy serves as an on-site, virtual network assistant and is deployed at RigNet's teleport and POP locations to manage their internal infrastructure, as well as at end-customer locations to automate problem diagnosis and recovery, perform routine network maintenance and configuration, and ensure network availability, even when the primary connection is down.

If a customer's main broadband satellite link goes down due to mis-configuration or other unforeseen circumstances, the Envoy at the remote disconnected location automatically dials out to a low earth orbit (LEO) satellite via an integrated external modem to re-establish an alternate, out-of-band network connection to ensure constant management connectivity and availability.

The EMS is used by RigNet's staff to centrally manage all satellite and terrestrial network equipment from a single screen via the web-based portal. From the EMS, administrators can schedule and coordinate all network maintenance and management operations. In addition, the EMS serves as the central repository and reporting interface for all data collection and audit logs provided by the Envoys deployed at RigNet's customer locations.

The most immediate benefits delivered by Uplogix' solutions cited by RigNet include:

Reducing Time Spent On Routine Maintenance and Recovery

The deployment of Uplogix' Envoy has led to a significant reduction in technical support costs since routine tasks such as upgrading a router, re-provisioning a satellite modem, or implementing a mass security update can now be safely scheduled and executed remotely without having to send a technician on-site. "We expect the Envoy to automate 75 percent of the traditional network support and maintenance functions, allowing our staff to concentrate on enhancing our network services to our customers, rather than going on expensive and time-consuming support calls," stated Morten Hansen, global engineering manager, RigNet.

Centralizing Control and Standardizing Operations

Since most of the networks that RigNet manages on behalf of its customers are a hybrid mix of satellite and fiber, a solution was needed that could seamlessly manage the blend of communications equipment no matter what the mode of transport. Envoy delivers this level of sophistication by not only remotely managing traditional networking gear such as routers, switches, hubs and firewalls, but is also capable of monitoring and controlling the diverse combination of satellite communications equipment typically found on both land-based and offshore oil rigs, such as VSAT modems, stabilized antennae controllers, radio frequency amplifiers, GPS devices, and power controllers.

In addition to Envoy's out-of-the-box capabilities, Uplogix' professional services team also worked with RigNet staff to design a radio silence switch to be managed by Envoy that can remotely turn on and off all power to a rig's communication equipment. This is a necessary precaution to take before explosive charges are detonated during the drilling process. However, it was a manual process before the Uplogix solution was implemented.

Increasing Network Availability

By leveraging Uplogix' patent-pending, intelligent out-of-band architecture, Envoy is always able to manage the network even when the main connection is down or degraded. Since the Envoy is serially connected to all devices under management, it will continue to monitor and control those devices in the case of an outage. And the Envoy will automatically establish a secondary management connection via its on-board modem to send important monitoring, logging and audit data back to the EMS for administrators to see and use. This unique capability has helped RigNet staff greatly improve the quality of service they provide their customers by enabling them to better triage support events and remotely solve critical service problems. Before implementing the Uplogix solution they would have been "in the dark" with no access to this critical information during a similar outage.

ABOUT UPLOGIX // Uplogix provides enterprise edge management solutions for organizations seeking to reduce the cost and complexity of managing their networks. Uplogix' solutions dramatically increase network uptime, lower network support costs and improve network management security. Uplogix is privately held and headquartered in Austin, Texas. For more information please visit www.uplogix.com.



KEY TECHNICAL BENEFITS TO RIGNET

- Automates over 75% of routine network support and maintenance tasks
- Remotely monitors and manages customers' hybrid satellite and terrestrial networks
- Intelligent out-of-band architecture enables "always up" network availability

"Uplogix is making it possible to double our growth annually, while maintaining the same level of IT staff. We can economically scale our business and provide our customers with more robust systems, without flying people all over the world."

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