MTN deploys Local Management to ensure unparalleled customer and technical support for mission-critical satellite communications

MTN
SATELLITE COMMUNICATIONS

CUSTOMER PROFILE

Since 1981, MTN Satellite Communications (MTN) has been delivering maritime customers the solutions they need with its industry-leading VSAT services and powerful global satellite network, anywhere in the world. MTN was the first company to place an antenna for simultaneous voice and data capabilities. Since that landmark event, MTN has delivered innovative solutions to vessels at sea for both mission-critical voice, data and IP communications as well as a variety of crew morale services.

With the industry's largest Ku-Band network and global C-Band satellite coverage combined with Automatic Beam Switching, MTN Satellite Communications delivers best-in-class satellite communication solutions to keep people connected.

www.mtnsat.com

Uplogix Benefits for MTN:

▶ Known for technical innovation in the industry, MTN technicians in their state-of-the-art NOC have local visibility to remote gear as well as secure access to devices through Uplogix, ensuring MTN continues to deliver the high level of customer and technical support

▶ The primary access to Uplogix Local Managers (LMs) is in-band over the core satellite connection, but if there is a problem with that link, out-of-band connectivity through FleetBroadband or a variety of other options ensures that MTN always has access to remote gear

Pairing a true global network with Uplogix is a formula for always-on / always-available
From the North Sea to Antarctica, maritime VSAT keeps people connected

MTN Satellite Communications (MTN), the first company to offer a stabilized Very Small Aperture Terminal (VSAT) satellite solution for ships at sea, has contributed to the evolution of the satellite industry over the past three decades, delivering communications solutions that address the needs of people moving around the world. Through MTN's reliable global satellite network and expertise, the company continues to deliver solutions across various markets while addressing the unique challenges and needs for each.

Today, MTN offers services and solutions to cruise lines, commercial shipping, oil and gas, mega yachts, government entities and aviation markets. MTN's global footprint allows them to successfully serve more than 600 vessels sailing around the world and to U.S. government and commercial aircraft on transatlantic routes.

Uplogix enables MTN's committment to proactive customer support and minimal downtime anywhere, all the time

Increasing Uptime and Decreasing Support Visits

Uplogix offers MTN an effective approach to reducing the cost and complexity of supporting satellite network environments. Uplogix Local Manager (LM) devices enable operators to remotely monitor and control both satellite and terrestrial-based network equipment. The LMs co-locate and connect serially with network and satellite communications equipment to provide non-stop local management and control.

Uplogix LMs automate numerous network support, maintenance, configuration and recovery procedures—reducing the time, cost and error associated with manual support. MTN administrators can manage all Uplogix LMs via the Uplogix Control Center—a centralized, web-based portal that presents a full inventory of both Uplogix devices and the infrastructure equipment connected to them.

The Uplogix platform's automated capabilities include:

▶ Detecting and diagnosing equipment and communications failures

▶ Executing pre-defined, best-practice recovery procedures

▶ Provisioning and re-provisioning services

▶ Configuring devices via remote administration

▶ Measuring and managing remote network service levels from an end-user's perspective

Deploying Remote Network Infrastructure with Confidence

Uplogix' patented solution is designed to address key requirements to support MTN's true global network:

▶ **Secure and persistent access to remote devices** | When the network is up and running, admins access devices through Uplogix LMs over the network. If that connection is broken or not yet established, the appliances "dial-out," providing a two-way, secure management link independent of the primary network.

▶ **Automated device control and recovery** | Uplogix LMs monitor devices 24x7 over the console port and take recovery steps when issues are detected.

ABOUT UPLOGIX // Uplogix provides the industry's first local management solution. Our co-located management platform automates routine administration, maintenance and recovery tasks—securely and regardless of network availability. In comparison, traditional network and systems management depends on the network, uses multiple tools, and remains labor intensive. Uplogix puts the power of your most trusted IT administrator everywhere, all the time.

Uplogix is privately held and headquartered in Austin, Texas with international offices in London and Monterrey. For more information, please visit www.uplogix.com.