



### 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

### 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
- ▶ Automated Remote Management platform with out-of-band connectivity enables "always up" network availability

### 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, often located in inhospitable and potentially 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 Uplogix Automated Remote Management (ARM) platform to meet their rigorous network support and automation requirements. Uplogix ARM appliances serve as an on-site, virtual network assistants and are 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 ARM appliance 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.

RigNet's staff uses the Uplogix Control Center to centrally manage all satellite and terrestrial network equipment from a single screen via the web-based portal. From the Control Center, administrators can schedule and coordinate all network maintenance and management operations. In addition, the Control Center serves as the central repository and reporting interface for all data collection and audit logs provided by the appliances 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 the Uplogix ARM platform 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 Uplogix 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. Uplogix 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 out-of-the-box capabilities, Uplogix' professional services team also worked with RigNet staff to design a radio silence switch to be managed by the local ARM appliance 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 the intelligence of RMOS (the Remote Management Operating System), the software platform that powers Uplogix ARM appliances, RigNet is always able to manage the network even when the main connection is down or degraded. Since the appliance 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 appliance will automatically establish a secondary management connection via its on-board modem to send important monitoring, logging and audit data back to the Control Center 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" without access to this critical information during a similar outage.

**“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.”**

**ABOUT UPLOGIX //** Uplogix provides the first fully-integrated remote management solution. Our co-located management appliances automate routine administration, maintenance and recovery tasks—securely and regardless of network availability. In comparison, traditional network and systems management requires multiple tools, relies on the network, 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 European offices in London. For more information, please visit [www.uplogix.com](http://www.uplogix.com).