

UPLOGIX LOWERS THE
COST AND COMPLEXITY
OF MANAGING VSAT
COMMUNICATIONS AT
REMOTE LOCATIONS



KEY BUSINESS BENEFITS

- Reduces the time and resources spent on satellite network maintenance, support and recovery
- Increases business availability by providing “always-up” network monitoring and management
- Enforces management security and enables compliance even during outages
- Centralizes and standardizes control of core and remote network infrastructure

Satellite communications represent a cost effective and reliable means of transporting voice, video and data to and from remote locations. However, as the adoption of satellite-based communication networks continues to grow, so do the management challenges.

For example, the convergence of voice, video and data transmission via satellite is driving increased demands on the network to deliver uninterrupted availability, reliability and security. And, as more mission critical applications become dependent on the network, tolerance for network problems approaches zero.

In particular maintaining high availability of satellite networks at remote locations presents a number of unique management challenges for operational and IT staff. Communications are often disrupted due to environmental interference which can require a dispatch of a service technician to the remote site to re-establish connectivity. Likewise, routine network maintenance such as re-provisioning an antenna controller or upgrading a router’s operating system with the latest security patch often necessitates a costly on-site visit. Addressing a satellite network outage on an isolated oil platform in the North Sea, for example, can be a very expensive, difficult and time-consuming challenge for any IT staff.

Existing network monitoring tools fall short on meeting these challenges because they only work in-band, or when the network is up, and lack the automated capabilities to correct problems without manual intervention. IT staff have been left to manage with tools designed for centralized, terrestrial-based networks that are not able to respond to the unique challenges of satellite-based communications. Until now.

> Automating VSAT Network Management with Uplogix



CUSTOMER EXAMPLE



RigNet is a leading provider of broadband, plug-and play, voice and video networks to offshore rigs and remote locations of drilling and production operations. RigNet needed a remote management solution that would automatically monitor, diagnose, and fix service-related problems at isolated network locations, such as offshore oil rigs, without having to send a repair tech on-site to perform maintenance and recovery tasks.

With Uplogix solutions, RigNet was able to:

- Reduce costs by automating over 75% of routine, remote network support, maintenance, and recovery tasks
- Centralize control by remotely monitoring and managing customers' hybrid satellite and terrestrial networks
- Increase network availability by being able to better triage support events and remotely solve service problems

THE UPLOGIX SOLUTION:

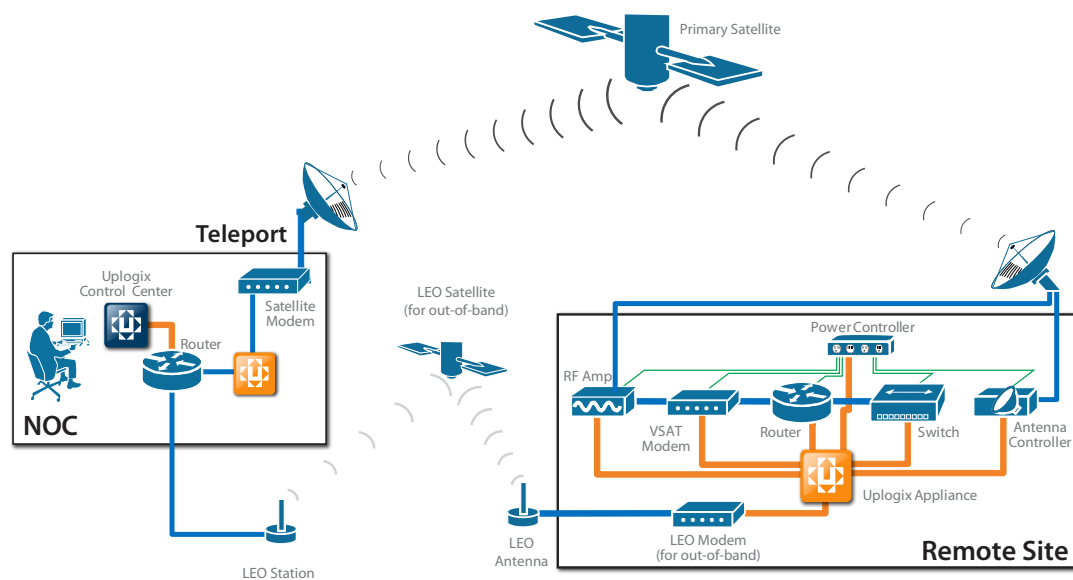
Local Control of Remote Network Equipment

Uplogix offers a new approach to reducing the cost and complexity of supporting satellite network environments. Uplogix Automated Remote Management (ARM) appliances enable operators to remotely monitor and control both satellite and terrestrial-based network equipment. The appliances co-locate and connect serially with network and satellite communications equipment to provide non-stop local management and control.

Uplogix appliances automate numerous network support, maintenance, configuration and recovery procedures—reducing the time, cost and error associated with manual support.

Administrators can manage all Uplogix appliances via the Uplogix Control Center—a centralized, web-based portal that presents a full inventory of both Uplogix appliances and the infrastructure equipment connected to them. Working via the Control Center console, operations staff can schedule and coordinate all network maintenance and management operations to be performed by Uplogix appliances. In addition, the Control Center serves as the central repository and reporting interface for all data collection and

Uplogix' Remote Management Platform for Satellite Communications





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audit logs provided by the appliances.

Together, Uplogix ARM Appliances and the Uplogix Control Center Lower Support Costs Via Automation

Uplogix appliances automate hundreds of routine network maintenance and recovery tasks to help organizations both reduce their remote support costs and operator errors through best-in-class, standardized procedures.

Uplogix appliance's automated capabilities include:

- Detecting and correctly 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

Increase Network Availability

Uplogix appliances leverage the power of the Uplogix Remote Management Operating System (RMOS), to ensure that the network is always being managed, even when the main network connection is down or degraded. In the case of an outage, the appliance will automatically establish an alternate communications path via a dial-up connection to send important monitoring and logging data back to the Uplogix Control Center.

For satellite-based networks, the Uplogix appliance uses its integrated, external modem to dial out to a low-earth orbit (LEO) satellite to establish a secure, alternate communications path. With Uplogix on duty, you will never be "in the dark" again, even during an outage.

Enforce Security Standards

Security standards are often compromised at the network's edge. In the case of an outage, outsourced support personnel may be given root-level access to systems and applications in

KEY TECHNICAL BENEFITS

- Immediately diagnoses and repairs service failures through intelligent automation
- Minimizes on-site tech support and engineer visits to remote locations
- Provides a single point of management control for both terrestrial and satellite-based network equipment
- Delivers continuous monitoring data and management control even during outages



Uplogix appliances ensure end-to-end management security by providing encrypted access to all managed devices, enforcing authorization and authentication policies, and auditing all user interactions and configuration changes. Uplogix enables security standards to be enforced even during a network outage or service disruption.

Satisfy Compliance Requirements

Regulatory compliance standards are adding even more complexity and risk to managing distributed networks. To satisfy stringent compliance requirements, IT administrators must be able to quickly and correctly identify information about what changes are being made in the network, who is making the changes, and what the impact of those changes are or will be.

Uplogix automatically collects and reports all device interactions and configuration changes for each managed device, including satellite communications equipment. The appliance's physical connectivity to each device enables compliance auditing even during network disruptions and outages.

Remotely Manage Hybrid Network Equipment

With Uplogix, you can remotely access, monitor and control hybrid networks of satellite and terrestrial network equipment, including routers, switches, hubs, firewalls, wireless access points, VSAT modems, antenna controllers, RF amplifiers, GPS devices, power controllers and more.

Simplify and Standardize Management

Uplogix' standardized, automated management capabilities, combined with the web-based, graphical view from the Uplogix Control Center, allow operational staff to simultaneously view and control their hybrid networks from anywhere in the world.

Via the Control Center, administrators can easily view real-time device statistics and alarms, and execute automated tasks, such as service provisioning or auto-recovery through its simple point-and-click interface.

Meet New Challenges

As new technologies emerge, it is imperative to have a flexible and extensible management platform in place to adapt to changing requirements.

Uplogix' breakthrough automation, architecture and extensibility allow users to adapt to the requirements of new technologies to protect and ensure high network service levels and availability.

ABOUT UPLOGIX

Uplogix provides the first fully-integrated remote management solution. Our collocated management appliances automate 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 European offices in London. For more information, please visit www.uplogix.com.