



Customer Terminal Management

MAXIMISE TERMINAL UPTIME AND AVAILABILITY

From alarm identification through trouble resolution and restoration, SES Networks offers end-to-end management and monitoring of the customers antenna system(s).

SES Networks ensures a rapid and focused approach to fault identification, troubleshooting and resolution. Leverage the opportunity to reduce operational and capital expenditure, while increasing operational efficiency and accuracy. By utilising the SES Networks' Network Operations Centre (NOC) monitoring and management tools, SES Networks' trained experts become a virtual member of a customer's operational team.

The Customer Terminal Management service is a customisable service that provides multiple management functions.

Key Features

- 24x7x365 monitoring
- End-to-end case and fault management
- Fault identification and alarm handling
- Fault triage, isolation, troubleshooting, and resolution
- Supervision of planned outages
- Coordination and management of field technicians
- Remote configuration and software upgrade procedures when required

Benefits

- Reduce 24x7 operational staffing
- Leverage SES Networks' 'always on' service level agreement (SLA)
- Maximise network uptime through proactive troubleshooting and resolution by SES Networks' dedicated systems experts
- Eliminate licensing and operations and maintenance (OAM) fees for management tools and applications
- Reduce or eliminate ongoing training costs for personnel
- Address network issues head on with the right level of skills to solve the problem in the optimum amount of time
- Ensure service level agreements (SLAs) for network availability are met

SES NETWORKS MANAGE SERVICES

The Customer Terminal Management service maintains a watchful eye on your SES Networks solution on a 24 by 7 basis. When warnings or problems occur, we proactively troubleshoot and restore service. The Customer Terminal Management service is delivered from SES Networks' Network Operations Center in Manassas, Virginia, USA and is governed by strict Service Level Agreements to underpin service uptime and availability.

SES Networks' Colocation service enables customers to leverage SES Networks' Gateway facilities to host equipment, for example security devices, accelerators or traffic shapers. SES Networks will provide the usual colocation services including installation and smart hands capabilities.

Lifecycle Services provide customers with a comprehensive range of end-to-end services to implement, manage and maintain networks, equipment and terminals for sustained up-time and system availability. Lifecycle Services accelerate time-to-service so customers can focus on their mission and bottom line, not the design, maintenance and operation of complex satellite and terrestrial networks around the world.

SES NETWORKS TRAINING COURSES AVAILABLE

Explore new frontiers in learning to gain the technical skills and hands-on experience you need to thrive. Customers, partners, employees, and authorised professionals can take online and instructor-led courses taught by SES Networks technical experts. Students get practical, hands-on learning experiences to help them construct, troubleshoot, repair, and monitor and manage satellite ground systems and related network components for optimum network performance and uptime.

SES Networks Ground Systems

- O3b001: Tier-2 GD Field Level Practices
- O3b002: Maritime Systems Training
- O3b003: AvL Installation & Commissioning
- O3b004: ViaSat Tier-2 Operations & Maintenance

SES Networks Online Training

- O3b731: Introduction to SES Networks
- O3b732: Advanced System Fundamentals
- O3b733: Fixed Terminal Site Survey

GVF Courses

- GVF500: Introduction to Satellite Communications
- GVF510: Core Skills for VSAT Professionals
- GVF520: Satcom Fundamentals
- GVF521: Practical Techniques for VSAT Professionals
- GVF561: Fundamentals for Marine VSAT Operators

Learn more about SES Networks' full portfolio of services and solutions.
Website: ses.com/networks

