

## What is SES Networks' Analytics and Insights?

Analytics and Insights is a value-added service that allows SES Networks customers to see detailed views of the traffic flows through their links in order to monitor performance levels and usage patterns in near real-time. With these insights, customers can avoid issues before they happen or troubleshoot problems as they occur, ensuring a high level of user satisfaction. Reports are available via the customer portal and can be viewed in a variety of formats or customized further for a small charge.

## When is the solution available?

SES Networks' Analytics and Insights is available now for O3b MEO customers. GEO customer rollout is expected later this year.

## Who would benefit from the solution?

Customers who wish to understand the types of protocols and applications that are consuming bandwidth on their connections will be able to make timely and accurate decisions on how to optimize links, plan future expansion, debug troublesome connections and monetize added services to end users. Without these insights, such optimization is a costly and risky guessing game.

## Can I enforce a desired policy based on the data I gain from analytics?

Future releases of SES analytics solution will allow for analytics-driven policy enforcement decisions via tools such as firewalls and routing techniques.

## What sort of insights can I derive from Analytics and Insights?

Examples might include:

- Historic views of real-time vs. non-real-time traffic usage graphs (up to 30 days).
- Stacked bar charts of protocols consuming bandwidth at a given site
- Bubble charts showing upload and download consumption at a given site

With these views, you can address key questions critical to your network behavior and end-user's satisfaction such as:

- How fairly is the bandwidth being shared?
- What applications do users value most?
- What is driving usage?
- What are the root causes of congestion that leads to lowered customer satisfaction?
- Is there a better way to deliver services and manage the network?

## How do I sign up?

Contact your SES Customer Service Manager and ask to be added to the Analytics and Insights community on your SES customer portal.