



# CRISIS RESPONSE CONNECTIVITY

## Signature Humanitarian Assistance & Disaster Response Solutions

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Flexible service packages with bandwidth only, bandwidth and equipment, or a fully managed service and engineering support.

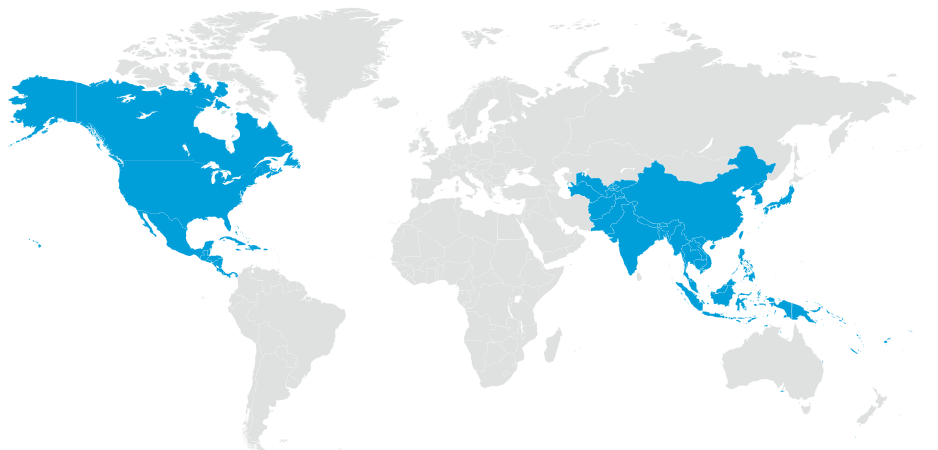
Each year, natural disasters and premeditated incidents result in countless lives lost, and cost the global economy billions. Governments, NGOs, and humanitarian organisations depend on high-quality, reliable communication networks, and access to mission critical cloud-based applications to ensure a coordinated crisis response. Satellite networks rapidly restore communication lines when terrestrial networks fail, to help speed up response and recovery efforts.

Our Humanitarian Assistance & Disaster Response Solutions deliver high-quality, and highly reliable service that supports mission critical communications before, during, and after crises happen. Portable, quick-deploy connectivity enables faster intervention in disaster-prone areas, with managed end-to-end network services tailored to the needs of disaster response users in preparedness, response, and recovery scenarios.

Our crisis response solution offers uncontended end-to-end network connectivity via our high-throughput Geostationary Earth Orbit (GEO) fleet, with speeds up to 6Mbps to meet the data-driven applications used by first responders. Flexible service packages allow customers to purchase bandwidth only, bandwidth and equipment, or a fully managed service with bandwidth, equipment, and engineering support. Powered by Skala Global Platform, our next-generation ground system optimised for the delivery of high-quality managed data services, our standard crisis response service packages focus on key geographies subject to natural disasters, including the North Atlantic and East Pacific hurricane seasons, the North American wildfire season, and the South and East Asia monsoon season. We also support response and recovery missions worldwide with bespoke solutions designed on a case-by-case basis. Our response solution is backed by Ascent Lifecycle Services, the industry's most comprehensive portfolio of implementation, maintenance, training, and consulting solutions.

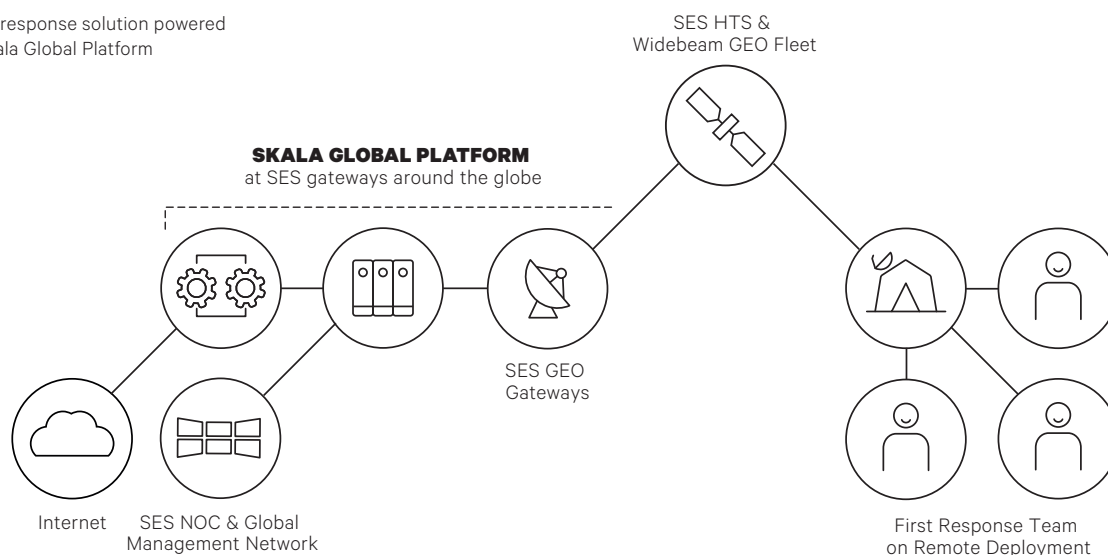
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Coverage area for standard crisis response service packages, with bespoke designed solutions supporting worldwide response and recovery available on a case-by-case basis



**SES**<sup>▲</sup>

Crisis response solution powered  
by Skala Global Platform



emergency.lu

## OUR SOLUTIONS IN ACTION

We are a trusted technology partner of industry leading emergency communications platforms

Our crisis response connectivity solutions provide the foundation for emergency.lu—a disaster response platform created to re-establish communications after a crisis, supporting coordination efforts of humanitarian organisations in the field, and helping save lives during disasters and emergencies. emergency.lu is a public-private partnership between the Luxembourg government and three Luxembourg companies (SES Networks, Hitec Luxembourg, and Luxembourg Air Ambulance SA), which worked together to develop the solution, and have operated it since January 2012. The service has been deployed 56 times since 2012, aiding in crises such as Sierra Leone's Ebola outbreak in 2014–2015, Nepal's earthquake in 2015, Hurricane Matthew in Haiti in 2016, and Hurricanes Irma and Maria in 2017. Luxembourg provides the emergency.lu service as a free global public good for the humanitarian community.

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