

ASCENT LIFECYCLE SERVICES

End-to-End Service
Management Made Easy

SES[^] | Networks

FOCUS ON YOUR CORE BUSINESS

When you need to focus on your core business, it's important to rely on partners who understand your network and your objectives. SES Networks' Ascent Lifecycle Services include service delivery, training, and full lifecycle support from start to finish for all your network and communications needs. We also offer the option to fully outsource your network – allowing you to be wholly focused on growing your business.

**YOU WILL
BENEFIT FROM:**

- Risk mitigation
- Broadening your focus beyond operations
- Scalable resources
- Simple self-provisioning

IMPLEMENT

Site Survey, Installation & Commissioning, and Project Management

MAINTAIN

Field Level Maintenance, Preventative Maintenance, Advanced Replacement, Spares Management, and Extended Hardware Warranty

MANAGE

Colocation Services and System Management

CONSULT

Consulting Engineer, Learning Solutions, and Network Audit

IMPLEMENT

RIGHT FIRST-TIME RESULTS EVERY TIME

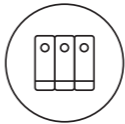
All SES Networks Implement processes and methodologies are aimed at completing individual service components accurately, with quality and most importantly, right first-time results without the need for revisits or additional maintenance work. A great deal of pre-work and equipment staging is performed prior to shipping enabling accelerated, trouble-free installation.



Site Survey
Streamline installation with in-depth onsite analysis



Installation & Commissioning
Meet your time-to-market, time-to-revenue objectives by adopting a right first-time approach



Project Management
Benefit from having one 'conductor' to bring your project in on time, within budget, and to agreed quality standards

SITE SURVEY

Prior to terminal installation, SES Networks performs multiple tests onsite, capturing essential data and observations so that a reasoned, evidence-based site feasibility “go/no go” decision can be made.

Key Features

- Site survey includes a detailed analysis of the location, assets, conditions, security, etc.
- Conducted by professionally trained satellite and networking engineers
- Testing tools and support provided by the Global Implementation team
- Comprehensive site survey report issued

Benefits

- Reduce lead times for the start of service and potential costs from repeated site visits
- A single site visit and in-depth site survey can reduce future operational risks and expense
- Gain knowledge and experience of requirements for a successful installation
- Avoid expensive delays and inactivity due to inaccurate or incomplete information and planning

INSTALLATION & COMMISSIONING

SES Networks leverages a proven methodology, and standardised procedures to ensure a right first-time installation of equipment and commissioning of service.

Key Features

- Structured multiple phase approach to installation and commissioning
- Proven best practices and custom methods of procedures (MOPs) used ensure it's done right the first time
- Experienced onsite technicians supported by SES Networks’ Global Implementation team

Benefits

- Timely installation and commissioning means accelerated time to market and revenue
- Reduce learning costs and lead-time to train internal staff for what is essentially a one-off event
- Control operational expenditure through quality driven implementation practices that minimise return site visits

PROJECT MANAGEMENT

Reduce risks with professionally managed projects, standardised controls, and close supervision by SES Networks satellite and networking experts.

Key Features

- Delivered with a detailed understanding of how to deploy a SES Networks antenna system
- Identification of project risks and creation of mitigation plans as necessary
- Scheduled project and incident reporting within an agreed time-frame
- Orchestration of ‘Change Management’ requests and subsequent re-planning, re-sourcing and re-scheduling as needed

Benefits

- Reduce implementation risks by having a dedicated Project Manager
- Manage change control time-line and costs and ensure projects remain on track with revised input and parameters
- Avoid roll-out complexity by leveraging SES Networks’ experience to deliver the required end-result

MAINTAIN

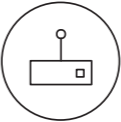
ALWAYS ON SUPPORT

The Maintain portfolio provides ongoing support to customers. Ongoing support provides a critical safety net to ensure that when equipment or software does fail that it is restored as soon as possible causing minimal disruption to end-users.



Field Level Maintenance

Protect your investment, rapidly restore service and safeguard your operational budget



Preventative Maintenance

Get ahead of underlying fault conditions and solve small issues before they become service affecting problems



Advanced Replacement

Maintain a constant and optimal spares holding to underpin rapid system restoration at the time of need



Spares Management

Achieve a hands-off approach to sparing and local distribution



Extended Hardware Warranty

Protect your budget against expensive one-off repairs and elongated return cycles

FIELD LEVEL MAINTENANCE

SES Networks' Network Operations Centre (NOC) remotely prevents and solves service problems. Highly trained field service technicians provide local onsite support to prevent and repair faults ensuring continuous uptime.

Key Features

- 24x7 on-demand onsite corrective maintenance
- Scheduled onsite maintenance visits annually
- Direct adherence to the OEM's corrective and preventative maintenance guidelines
- Hardware upgrades or site reconfigurations

Benefits

- Improved service uptime, faster and more accurate system recovery
- Predictable operational expenditure
- Reduced outage risk due to timely preventative maintenance
- 24x7 technical resource availability

PREVENTATIVE MAINTENANCE

Preventative maintenance, early identification of issues, and mitigation of the impact of adverse weather conditions are key to optimising performance, uptime, and maintaining the well-being of electronic and mechanical devices.

Key Features

- Inspect antennas visually and perform function tests onsite as scheduled
- Perform preventative maintenance tasks where necessary and possible
- Train and transfer basic maintenance knowledge to authorised personnel
- Deliver detailed, actionable reports within five business days

Benefits

- Prolonged antenna terminal life
- Increased return-on-investment
- Remediation of preventable issues minimising outage and degradation
- Provided by SES Networks experts and delivered to OEM guidelines

ADVANCED REPLACEMENT

Continuously maintain a complete set of system spares by upgrading the Standard or Extended Hardware Warranty Services with SES Networks' Advanced Replacement.

Key Features

- Replacement parts shipped within three business days of RMA registration
- Replacement parts delivered INCOTERMS CIP (Carriage and Insurance Paid)
- RMA can be raised 24x7x365 through the SES Networks Technical Helpdesk
- Troubleshooting and RMA performed by technical experts
- Continuous spares inventory

Benefits

- Immediate restoration capabilities
- Provide known and predictable operational expenditure
- Protect against pricing variability of repair or replacement costs
- Leverage the economies of scale of SES Networks' equipment spares stock

SPARES MANAGEMENT

Spares Management offers customers spares dimensioning, planning, and inventory management to ensure spare parts are available for service restoration activities - eliminating unexpected costs and long internal processes.

Key Features

- Spare parts stored at local, regional or national warehouses
- Spare parts delivered when and where needed to quickly restore service
- Contractual Service Level Target 'Spares Arrival Time' coincident with Field Level Maintenance Engineer 'Arrival Time'
- All Return Material Authorisation (RMA) functions performed by SES Networks

Benefits

- Hands-off approach, no expertise or administration required
- Provides known and predictable operational expenditure
- Protect against the pricing variability of repair or replacement costs
- One contract, one responsible partner across multiple OEM's

EXTENDED HARDWARE WARRANTY

Extended Hardware Warranty provides customers with a single point of contact to manage the repair cycle with individual manufacturers, and is offered as an insurance policy where the price does not fluctuate regardless of the number or frequency of repairs.

Key Features

- 24x7x365 support available through the SES Networks Technical Helpdesk
- Return Materials Authorisation (RMA) is managed by SES Networks' technical experts
- Covers SES Networks supplied antenna systems and spares
- Hardware repair or replacement within 45 days from the receipt of a faulty part

Benefits

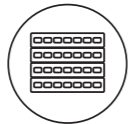
- Easily predict and manage hardware expenses
- Enables continuity of operations
- Guarantees right-first-time repairs for quality control
- One contract, one program with one dependable partner across multiple OEM system components



MANAGE

OPTIMISE SERVICE AVAILABILITY

SES Networks proactively monitors and manages your service with a wide range of prevention, troubleshooting, and restoration capabilities that ensure superior service availability. Helping enable new services and applications, we can also host and manage your equipment at our gateway facilities.



Colocation Services

Secure, environmentally controlled gateway facilities



System Management

Maximise terminal uptime and availability

COLOCATION SERVICES

Conveniently co-locate and cross-connect equipment in secure, environmentally controlled SES Networks gateway facilities located in remote areas around the world. Should an issue arise, professionally trained staff is available to help.

Key Features

- Colocation of equipment at secure, managed gateway facilities worldwide
- Purchase of service in rack unit increments
- 24x7x365 integrated Level-1 maintenance
- Managed, low latency connectivity

Benefits

- Direct connectivity to your downstream equipment
- Convenient local supplier facilities
- Secured and environmentally controlled space
- Ensure reliability through a robust Service Level Agreement (SLA)

SYSTEM MANAGEMENT

From alarm identification through trouble resolution and restoration, SES Networks offers expert monitoring and management of the customer's services and system from end-to-end.

Key Features

- 24x7x365 monitoring
- End-to-end case and fault management
- Coordination and management of field technicians
- Remote configuration and software upgrades

Benefits

- 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
- Address network issues head on with the right level of skills to solve the problem in the optimum amount of time

CONSULT

THRIVE USING EXPERT ADVICE

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.



Consulting Engineer

Drive the optimum return-on-investment from SES Networks' industry leading MEO and GEO technology



Network Performance Audit

Optimise Network Performance to improve end-user Quality of Experience (QoE) and network efficiency



Learning Solutions

Ensure you get the skills and knowledge needed to resolve onsite issues and maintain system uptime

CONSULTING ENGINEER

SES Networks provide onsite engineering expertise and resources on a consulting basis. Customer needs can vary from installation to operational consultancy. Generally, customers require SES Networks consultants for only a short period of time to complete a specific task.

Key Features

- Dedicated resource provided remotely or at customer premises
- Discovery process to understand the nature of consultancy required in order to select the most knowledgeable resource
- Clearly articulated and agreed deliverable list
- Generally purchased on a contiguous day-rate basis over a shortened period of time (days)

Benefits

- Employ dedicated SES Networks expertise to overcome your specific challenge or resolve your issue
- Strength in depth, backed by the larger SES Networks organisation
- Remove the experimentation, improve operational efficiency and productivity by gaining expert advice and consultancy

NETWORK PERFORMANCE AUDIT

SES Networks collaborates with customers to maximise network uptime and performance so subscribers consistently have low latency, high throughput access to the most popular internet content, cloud services and business applications.

Key Features

- Scope determined by employing industry best practices, tailored to customer requirements, and has a jointly agreed audit objective
- Data collection delivered onsite or remotely to hard-to-reach places
- Provides tactical and strategic findings and recommendations to drive operational efficiency
- Examines core, access, and edge network architecture, functionality and efficiency

Benefits

- Delivers an objective baseline of network performance to drive improvement initiatives
- Identification of network bottlenecks, single points-of-failure and device misconfigurations
- Achieve competitive advantages by driving long term initiatives through differentiated services
- Lower operational costs and simplified operational processes

LEARNING SOLUTIONS

Online & instructor-led courses are available to help customers, partners, prospects, and employees gain the practical experience and knowledge to build, troubleshoot, and restore satellite ground systems and related network components.

SES Networks Instructor-led Courses

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

SES Networks Online Courses

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

For more details or to enrol, please email sesnetworkstraining@ses.com

END-TO-END SERVICE MANAGEMENT MADE EASY

SES NETWORKS HEADQUARTERS

Rooseveltplantsoen 4
2517 KR The Hague
The Netherlands

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