



# Network Performance Monitoring & Support

## 24x7 Real-Time Monitoring and Support for Remote Sites

ITC Global manages complex networks for more than 1,600 mission-critical remote sites around the world. Our Network Operation Centers help maintain the highest levels of network performance, guaranteeing the reliability and availability of a customer's communications solution, no matter where they operate. With a strategically located team of highly skilled, dedicated NOC staff, ITC Global delivers proactive, real-time monitoring, 24x7 technical support and prompt coordination of support activities.

### Complete Network Management

Our online Customer Portal provides direct access to comprehensive network performance, enabling transparency through reporting and complete visibility.

### Customer Portal Provides Direct Access to Network Performance

- Suite of network monitoring and reporting tools, enabling real-time visibility of the communications link for both proactive troubleshooting and management reporting
- Network management dashboard customizable to client specifications including automated reporting, telemetry data and accurate position/site track reporting and displays
- Detailed data on closed or currently open incident tickets and service requests
- Allows clients to access archived statistical data to analyze anomaly conditions and perform trend analyses
- Complete transparency with direct access to view and manage network performance data in real-time

### Transparency Through Complete Visibility

- Simple and secure online log-in
- Accessible via mobile device and tablet
- No added costs to customers
- Site interface design and branding can reflect corporate preferences
- Customized views and reporting capabilities available



### CUSTOMER SERVICE AND SUPPORT

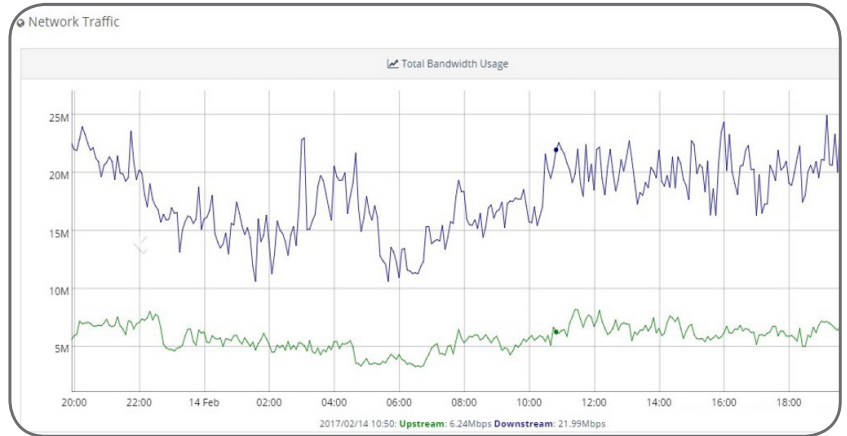
- 24x7 proactive network management
- Highly experienced technicians on staff in 3 Global NOCs in Houston, Sion and Perth
- Level 3 support via Global Engineering team



# Customer Portal Delivering Real-Time Data

## Enabling Customer Visibility & Control Over Networks:

- Real-time status to open incident tickets
- Real-time statistics available from remote site every 60 seconds
- Site Up/Down status
- Asset Geo location tracking
- Heading and speed
- Service Utilization
- Bandwidth & IP traffic stats
- SNR & latency
- Network availability
- Information on major events (network maintenance, teleport and solar events)

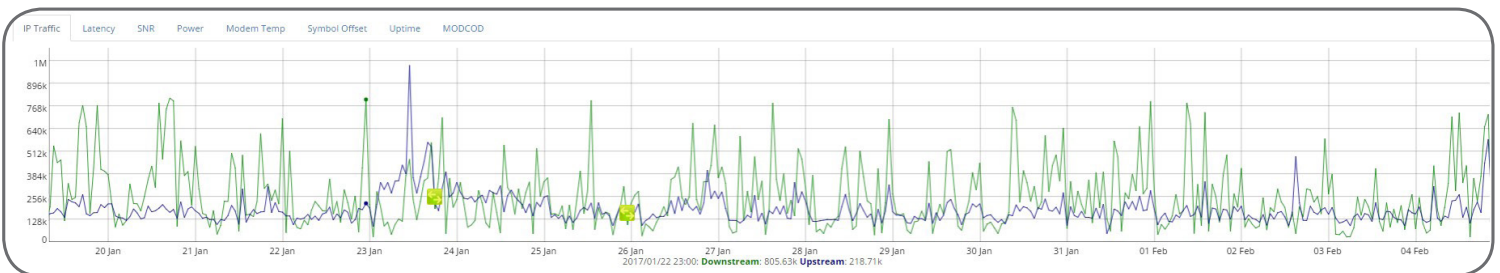


Customized Dashboard Views: Customer Site Map and Total Network Traffic



## Customer-Driven Enhancements

- Beam-switching views
- Real-time statistics
- Modular system – ‘widgets’ can be rearranged, customized or removed based on client requirements
- Flexibility by customer – template allows customized views
- User-friendly business tool - eliminates time-consuming research



Dashboard & Beam-Switching Views



To learn more about ITC Global, visit [www.itcglobal.com](http://www.itcglobal.com) or email us at [sales@itcglobal.com](mailto:sales@itcglobal.com).

