



REAL-TIME, REMOTE-SITE MONITORING & SUPPORT

24x7 proactive network management
Highly experienced NOC technicians
Level 3 support via Global Engineering

Proactive, Real-Time Monitoring and 24x7 Technical Support

ITC Global manages complex networks for more than 1,600 mission-critical remote sites around the world. Our Global Network Operations Center helps maintain the highest levels of network performance, guaranteeing the reliability and availability of a customer's communications solution, no matter where they operate.

Complete Transparency of Network Management via Customer Portal

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

Direct Access to Network Performance

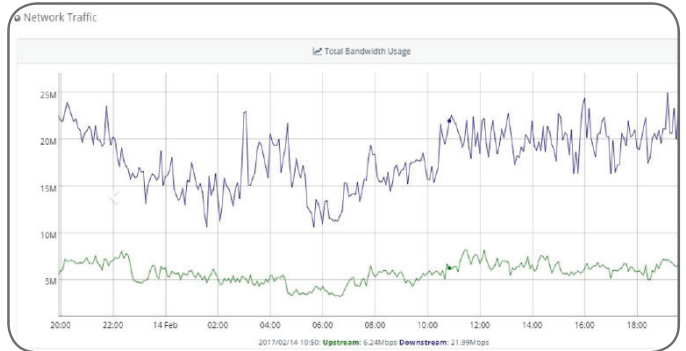
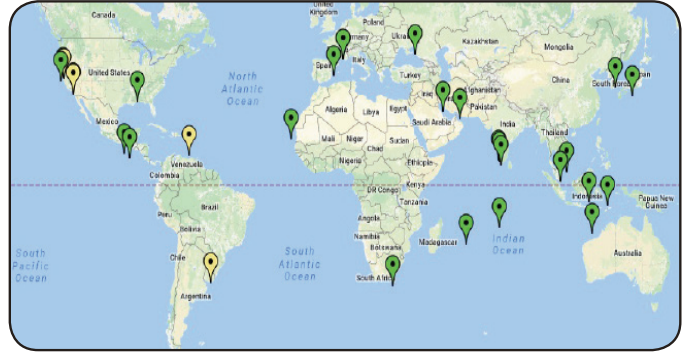
- Suite of monitoring and reporting tools, enabling real-time visibility of the communications link for troubleshooting and reporting
- Customizable views and network management dashboard based on client specifications
- Automated reporting, telemetry data and accurate site tracking and displays
- Detailed 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 analysis
- Complete transparency with direct access to view and manage network performance data in real-time
- Accessible via mobile device and tablet with simple and secure online log-in
- Site interface design and branding can reflect corporate preferences at no added costs to customers

- **Application Usage & Security Threat Monitoring**
- **Crew Welfare Data Usage Reporting**
- **Trouble Ticket Creation & Status Monitoring**

CUSTOMER PORTAL DELIVERING REAL-TIME DATA

Enabling Customer Visibility & Control Over Networks

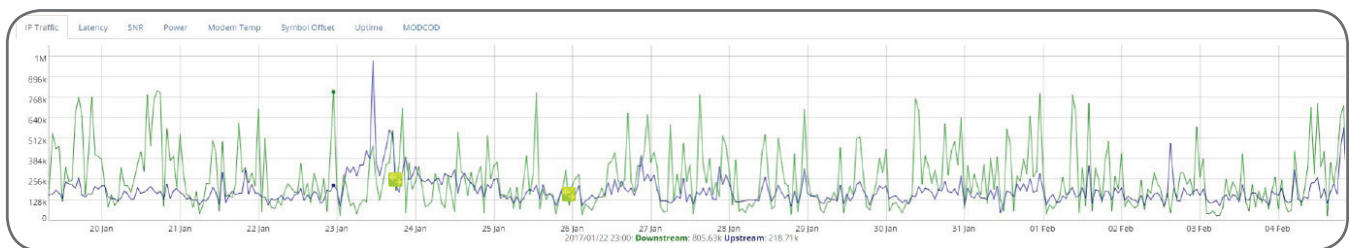
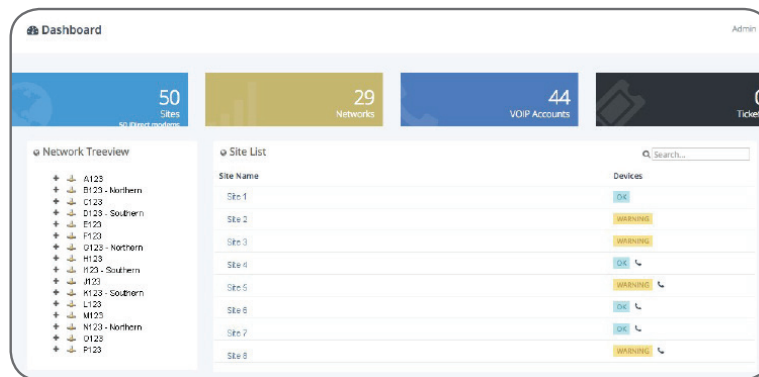
- Real-time status to open incident tickets
- Real-time statistics available from remote site every 60 seconds
- Site Up/Down status
- Asset Geo location tracking
- Heading and speed
- Service Utilization
- Bandwidth & IP traffic stats
- SNR & latency
- Network availability
- Information on major events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