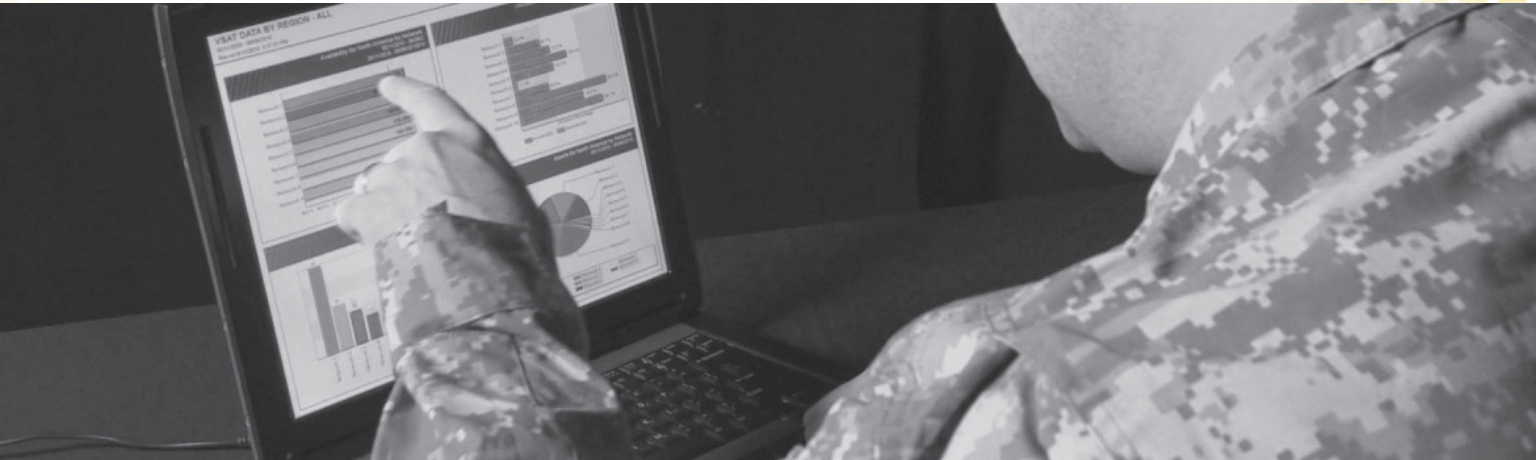


Segovia Global Management System (SGMS) 2.0

Situational Awareness Starts Here



SGMS provides unique insight into Segovia's Quality System by allowing users to access performance-based metrics, delivering a level of self reporting I have not seen in any other organization. With on-demand access to Service Level Information across a wide range of data points, SGMS is truly a differentiator in the marketplace.

– Buddy Godbout, NSAI, Inc.

The Segovia Global Management System (SGMS) 2.0 is an internally developed web application providing customers with secure access to consolidated network data and key performance metrics, on-demand. With its rich feature set and flexible data reporting environment, SGMS 2.0 plays an important role in helping Segovia deliver end-to-end communication solutions to customers worldwide. As the central system for capturing, storing, tracking, trending, and reporting detailed network information, SGMS 2.0 uses a collection of tables, charts and graphs to display four main classifications of network data - Utilization, Availability, Technical Support, and Asset Management.

System Highlights

- Situational Awareness
- Reporting and Analysis
- Tracking and Trending
- Service Level Support
- Program Management
- Risk Mitigation

The Data

SGMS 2.0 displays four major classifications of data using a tiered approach. Each classification provides users with visibility into a different aspect of their network.

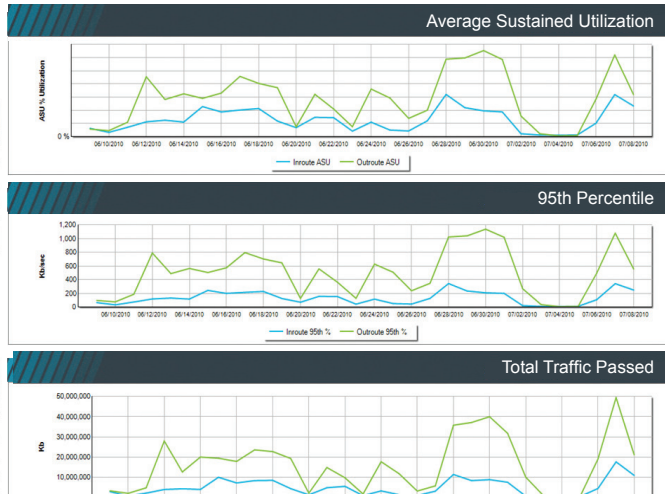


Figure 1 - 1: Utilization Details by Region

Availability data presents overall network uptime, and reports contain details for services outages.

Utilization data depicts the bandwidth used for a specific network or group of networks. With in-route and out-route summaries, utilization reports are an easy way to view fluctuations in network activity or detect inactivity.

Asset management records provide real-time status, configuration and location information for all assets and customer equipment managed by Segovia.

Technical support and incident data (or 'Tickets') provide complete visibility into technical support and customer service metrics.

Reporting

The highest level data is summarized and displayed over a world map according to region (see figure 1-2). The next level of data is aggregated for each network in a given region and presented through a series of charts and graphs (see figure 1-3). A detailed view for an individual network depicts data based upon the classification (see figure 1-1) and can be exported into a number of formats, making it easy to present or analyze.

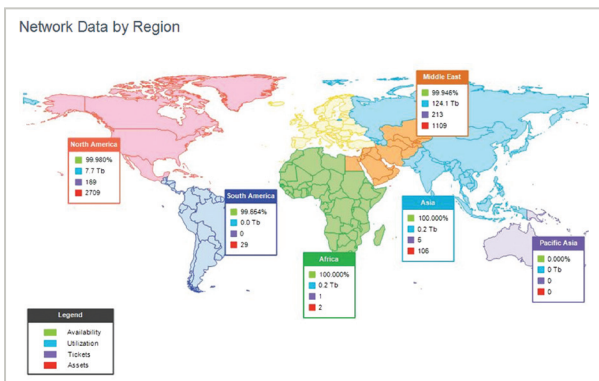


Figure 1 - 2: Map Overlay

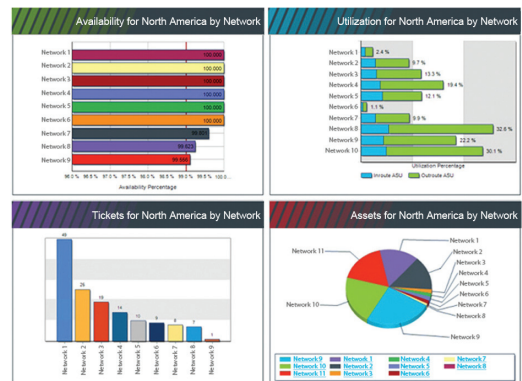


Figure 1 - 3: VSAT Data by Region



Features & Benefits

The foundation for SGMS 2.0 is source data culled from Segovia enterprise systems, which seamlessly integrates customer data as needed. The result is a custom, robust and fully automated data consolidation and reporting system

With the ability to leverage data sets in multiple ways, users can extrapolate trends and forecast changes unique to their network. While SGMS 2.0 empowers customers with actionable information and intelligence, it also allows Segovia's PMP® certified and security-cleared Program Management professionals to continuously monitor and analyze usage and traffic data - allowing them to understand and help improve overall network performance.

FEATURES & BENEFITS:

Operations & Configuration Management: Capacity planning and forecasting

Network Alerts and Notifications: Transformation of network data into actionable information

Asset Tracking: Real-time inventory and risk mitigation

Performance Level Management: Verification for Service Level Agreements (SLAs)

Intuitive User Interface: Easy to access and understand key metrics

Drill Down Capabilities: Immediate access to data details and reports

Custom Reports: Filters unique data-driven parameters

About Segovia

Segovia, Inc., a wholly owned subsidiary of Inmarsat plc, is a recognized leader in providing secure, global communication solutions to the public and private sectors. For nearly a decade, our existing global network infrastructure and innovative business approach – backed by the industry’s most skilled and experienced workforce – have yielded smarter solutions, delivered with greater speed, reliability and customer focus. A trusted partner of the defense, homeland security and emergency first-response communities, Segovia quickly deploys end-to-end, mission-critical communications to support strategic and tactical initiatives world-wide. Segovia is headquartered in Herndon, VA with network assets and operations around the globe. To learn more, visit www.SegoviaIP.com or call 866.SEGOVIA.