

The U.S. Army

U.S. Army Relies on SGMS for Network Awareness

CASE STUDY **SGMS**

CHALLENGE

- MANAGE, MAINTAIN AND SUPPORT A COMPLEX HYBRID NETWORK INFRASTRUCTURE
- PROVIDE WARFIGHTERS WITH UNINTERRUPTED COMMUNICATIONS IN UNPREDICTABLE ENVIRONMENTS
- SUPPORT MISSION SUCCESS WITH RELIABLE AND FLEXIBLE END-TO-END NETWORK SOLUTIONS

SOLUTION

- ACCESS TO NETWORK STATISTICS AND KEY QUALITY INDICATORS
- COMPREHENSIVE INFORMATION ON MANAGED ASSETS
- NETWORK OUTAGE DETAILS, INCLUDING DURATION AND IMPACT
- SUPPORT VISIBILITY, INCLUDING TROUBLE TICKETS, RESOLUTION RATES AND STATUS

A UNIQUE CHALLENGE: SITUATIONAL AWARENESS OF A COMPLEX, GLOBAL IP NETWORK

The U.S. Army has the daunting task of ensuring warfighters have continuous access to reliable and secure communications - at more than 3,700 locations throughout North America, Europe, South America, Asia, and the Pacific.

With a multi-faceted network consisting of long-haul terrestrial communication systems, wireless networks, and broadband IP satellite services - visibility into network data is vital for effective management.



Photo Courtesy of U.S. Army. Photo Credit: Sgt. John Stimac

SEGOVIA GLOBAL MANAGEMENT SYSTEM (SGMS): A REVOLUTIONARY TOOL

The U.S. Army chose Segovia to deliver flexible, interoperable communication solutions to its operating forces - connecting warfighters to voice, video and data applications, from the furthest reaches of the edge, at any time of day or night.



Photo Courtesy of U.S. Army. Photo Credit: Adam Gramarossa

As part of its managed network services support, Segovia introduced the U.S. Army to its internally developed web-based application – the Segovia Global Management System (SGMS) - which provides users with secure access to consolidated network data, key performance metrics and support for Service Level Agreements (SLAs). Displayed through a collection of tables, charts and graphs, users can generate custom reports and export details, in real-time.

By collecting, organizing and presenting data in an easily accessible and digestible format, SGMS quickly became an indispensable tool. Delivering much more than simply network data, SGMS empowers the U.S. Army with actionable information - enabling rapid response, rapid resolution and situational awareness.

BENEFITS

- THE POWER TO MAKE CRITICAL DATA-DRIVEN DECISIONS, ON-THE-FLY
- QUALITY OF SERVICE VALIDATION
- SITUATIONAL AWARENESS OF AN EVOLVING NETWORK
- ABILITY TO TRACK NETWORK ASSETS IN A CENTRAL LOCATION

THE CUSTOMER

"My experience with Segovia at ARNORTH has been excellent. Their managed network service has allowed us to focus on our mission. Segovia's ability to measure their network through SGMS allows us to monitor the network and hold Segovia accountable for performance against their service level agreements (SLAs). SGMS is a great benefit to US Army North."

– **QUILL R. FERGUSON, Colonel**

ACS,G-6, United States Army North, Former NATO CIS Support Agency Operating Systems Support Group (OSS) / System Managers Division (SMD) Head

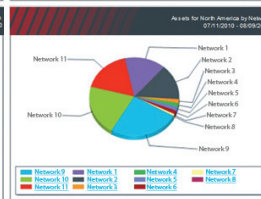
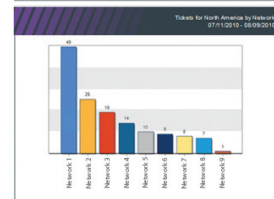
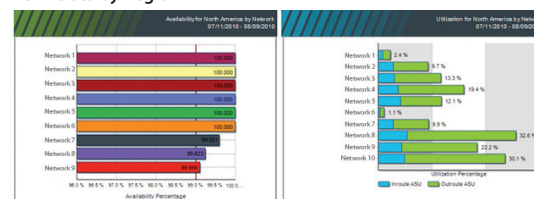
DATA TRANSPARENCY AND THE POWER OF INTELLIGENCE

The goal of SGMS is to contribute to better decision making, which translates into better outcomes and better results. With the ability to leverage data sets in multiple ways, users can extrapolate trends and forecast changes unique to their network. By converting statistical measurements into custom and easy-to-use reports, SGMS puts critical information in the hands of those who need it most.

Segovia's comprehensive, service-oriented approach allowed the U.S. Army to develop new strategies for managing VSAT terminals. By using SGMS to analyze bandwidth utilization alongside details for their VSAT assets - including the equipment's serial number, operating software version, operating network, and location - program managers can identify specific terminals that are approaching bandwidth capacity, or alternately, are underutilized. The ability to dynamically reallocate assets based on this information prevents lapses in communication due to unpredictable and dramatic fluctuations in use.

The foundation for SGMS is source data culled from Segovia enterprise systems, which include Network Management, Spectral Monitoring, Quality of Service (QoS), and IT Service Management tools. Customer data is then seamlessly integrated, as needed. The result is a custom, robust and fully automated data consolidation and reporting system that serves as a central repository for capturing, storing, tracking, and trending data.

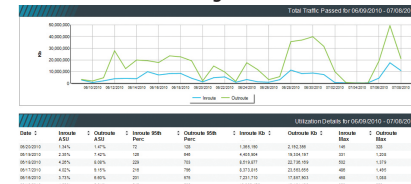
VSAT Data by Region



Ticket Details for Regional Network

Template	Asset	Ticket #	Start Time	End Time	Age (Days)	Assignee
USAT Max - Capira	ASB100000150	803000000150	180019 02:19:48	1	2	RAO
USAT Max - Capira	ASB100000150	803000000150	180019 02:19:48	1	2	RAO
USAT Max - Capira	ASB100000150	803000000150	180019 02:19:48	1	2	RAO
USAT Max - Capira	ASB100000150	803000000150	180019 02:19:48	1	2	RAO
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USAT Max - Capira	ASB100000150	803000000150	180019 02:19:48	1	2	RAO
USAT Max - Capira	ASB100000150	803000000150	180019 02:19:48	1	2	RAO

Utilization Details for Regional Network



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.segoviaiap.com or call 866.SEGOVIA.