Delivering Modern Connectivity to Remote British Island Territories

Multiple orbits and Intelsat's managed solution enable Sure South Atlantic to deliver high-speed, application-optimized service to the Ascension, Saint Helena, and Falkland Islands

sure.

About
Sure South Atlantic

» Sure is the sole licensee providing communication services to the British Overseas Territories.

» Sure supports a full range of connectivity services for consumers, businesses and government on the islands, from cellular connectivity and consumer DSL to private networks, public Wi-Fi, and streaming services.

» Providing connectivity everywhere on the islands required a non-terrestrial technology to be added to the existing mix.

Customer Challenge: Providing High-Speed Connectivity to Remote Islands

Sure was faced with the same demands of customers on the mainland – faster and more dependable services – with the added obstacle of not being able to leverage undersea fiber optic cables. On top of that, Sure needed to satisfy the requirements of the Falkland Islands Government's initiative to empower all its citizens with quality internet connectivity.

The solution needed to support a variety of applications – existing and future - while ensuring their performance and improving the end-user experience.

How We Helped: A Multi-Satellite, Multi-Orbit Managed Solution

Intelsat developed an innovative solution using its AgileCore UX solution to combine multiple space assets in geosynchronous orbit (GEO) and low Earth orbit (LEO) to deliver a single, optimized, high-capacity service along with enhanced visibility and service management through the Intelsat Service Management Portal (SMP).

Components included:

- C-band coverage from the IS-23 satellite for Ascension and St. Helena, delivering high availability with high speeds
- C-band coverage from the IS-37e and IS-10-02 satellites for the Falkland Islands, complemented by OneWeb LEO satellite capacity for additional application performance
- The AgileCore UX solution providing full, end-to-end management and visibility of the multi-satellite, multi-orbit service.

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Results: Ensured Reliability and Improved User Experience

- Increased availability, capacity and resilience ensured through Intelsat C-band assets, plus the added reliability of multiple satellites supporting the Falkland Islands
- Improved quality of experience for end customers with support for real-time, interactive applications over the lower-latency LEO capacity
- Superior application performance enabled by AgileCore UX intelligent path selection using integrated traffic steering and optimization
- Enhanced visibility and reporting for Sure through Intelsat's SMP
- Reduced operations costs by using Intelsat's single-point-of-contact, managed solution

Intelsat Services and Solutions

AgileCore UX – Intelsat's high-speed, point-to-point trunking solution that combines capacity from one or multiple satellites with intelligent routing, load balancing, application-level traffic steering, security, and wireless link optimization to deliver a carrier-grade, end-to-end service global customers rely upon to deliver a superior quality of experience to their end users.

Intelsat Value – added Services - Design, integration, operation, and maintenance of solutions that complement customer capabilities to deliver turnkey solutions, so Intelsat customers are free to focus on their end customers.

Intelsat Service Management Portal (SMP) – Developed from the ground up, SMP makes it easier for Intelsat customers to create and deploy their own services or monitor the utilization and health of managed services being delivered by Intelsat.

Intelsat-managed Multi-orbit Connectivity – Intelsat manages capacity from multiple satellites to deliver a solution that leverages the combined reach, latency, and reliability benefits of GEO and LEO satellites.

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