



Value-Added Services



A Robust Portfolio of Services to Take the Hassle out of Network Management

Telecommunications service providers distinguish themselves with the level of attention they pay their customers and the customized solutions they deliver. While those solutions incorporate numerous components to provide an end-to-end customer service, it's not always desirable or possible for service providers to manage every technology on their own, especially when it comes to integrating the latest satellite services.

Intelsat's value-added offerings deliver turnkey solutions that take the hassle out of satellite network management. Through a customized, consultative approach, we help you design, develop, optimize, and extend the life of your network while managing costs and profitability.

Intelsat delivers state-of-the-art, fully managed satellite solutions to keep your customers connected anytime, anywhere. By combining the world's most robust satellite fleet with our deep engineering expertise on the ground, Intelsat is your partner and one-stop-shop across all phases of designing, procuring, installing, managing and maintaining your network infrastructure.

Integration

Turnkey solution for new and existing networks

Consulting

Improve performance with expert analysis and recommendations



Operational Support

Fully managed one-stop solutions for full or partial network management

Network Maintenance

Get peace of mind through a robust maintenance package

Consulting Services start with an in-depth analysis of your business and networking needs, leading to recommendations that align with your business objectives, including:

- Determining connectivity strategies and areas of innovation
- Identifying opportunities to reduce costs and increase revenue
- Improving network efficiency and the user experience
- Tailor-made solution design
- Training of your personnel, from fundamentals to expert level

Integration Services run from design to installation, from coordinating activities to managing paperwork. Services include:

- VSAT equipment leasing and procurement
- Site survey, civil works, and site readiness
- Installation and commissioning of equipment
- Project management as your single point of contact
- Logistics including shipping, inspection, and delivery coordination

Operational Support Services enable you to leverage years of expertise, including 24/7 support, to keep your services and resources running smoothly. Options include:

- Proactive performance monitoring and network optimization
- 24/7 support including Level 2 or Level 3 hub and remote operational support
- Full network management with in-country presence and resources

Network Maintenance Services help you reduce costs over time and ensure downtime and service interruptions are minimized. Services include:

- Preventative maintenance to extend equipment life and network reliability
- Corrective maintenance to reduce repair time and improve customer quality of experience
- Single point of contact for equipment RMA management
- Spare management, on your premises or in our warehouse

Let Intelsat help you through all phases of network design, procurement, installation, management, and maintenance to keep you focused on building solutions and servicing your customers.

Benefits At-A-Glance



Efficiently leverage global capacity and customized solutions using Intelsat's fleet of 52 satellites and network of teleport gateways



Bundle capacity and services with an ROI-driven approach and flexible financial model that can be customized to meet your requirements



In-country resources can support your solution at your premises, while field engineers go on site for your teleport and remote site installations



Rely on intelsat's network operations center to ensure your services are up and running with 24/7 customer support and troubleshooting