

# Service Management Platform (SMP)

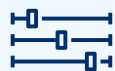
Delivering an Industry Leading Customer Experience

## Satellite Made Simple via the SMP



### Streamlined Terminal Provisioning and Management

Create a fully provisioned terminal within 30 seconds



### Service Level Agreement (SLA) / Service Package Management

Build subscriptions with predefined QoS and service levels



### Robust Terminal Monitoring

Generate reports and automated dashboards from your network



### Role Based Access and Organization Management

Define management levels across users, stay up-to-date with system notifications, and request support

## Simplify Your Satellite Services

Managing big networks across different systems can bring challenges like:

- Delayed activations and service disruptions
- Increased costs and inefficiencies
- Inadequate business growth and customer satisfaction

That's why Intelsat is dedicated to delivering solutions that support efficient operations and effective business development. From Network Engineers to C-Level Executives, Intelsat's SMP enables users to seamlessly manage satellite services, regardless of technical expertise.

## Streamline Your Customer Journey

Create organizations for customer-specific access, add and manage users, and control user group permissions.

- Register as a Customer
- Order Terminal
- Provision and Commission Terminal
- Activate Service
- Monitor Usage & Performance
- Raise Support Request
- Upgrade / Downgrade Service
- De-provision Service

# Explore the Capabilities of SMP

The SMP makes network management simple, allowing users with varying technical expertise to leverage its features\*.

<b>Core-level Design</b> Define your network requirements	<b>Subscription</b> Create plans that meet the needs of your customers	<b>Terminal Manager</b> Add devices and manage their configuration	<b>Monitor</b> Maintain a high-quality of service
<ul style="list-style-type: none"> <li>• IP Manager</li> <li>• Terminal Type</li> <li>• VLAN / SVN</li> <li>• Bandwidth Design</li> <li>• GSP / SSPP (Velocity) SLA and (Skyedge IIc) Service Profile (Dialog)</li> <li>• Intelsat HUB/Networks Traffic Priority</li> </ul>	<ul style="list-style-type: none"> <li>• Service Plans and Subscriptions</li> <li>• FAP Packages</li> <li>• Upgrade and Downgrade Services</li> <li>• Contracts Overview</li> <li>• Product Management Overage, Rollover and Top-Ups</li> <li>• Billing Key</li> </ul>	<ul style="list-style-type: none"> <li>• Create Terminals</li> <li>• Change Configuration</li> <li>• Build Templates</li> <li>• Software Manager</li> <li>• Batch Configuration</li> <li>• Batch Provisioning</li> <li>• Remote Commands</li> <li>• Beam Selector</li> </ul>	<ul style="list-style-type: none"> <li>• Terminal Monitoring</li> <li>• Network Monitoring</li> <li>• Report Generator</li> <li>• Maps Module</li> <li>• Alarms Manager</li> <li>• Satellite Report</li> <li>• Region Reporting Dashboards</li> <li>• Events Log Timeline Notifications</li> </ul>

## Service Management for Today and Tomorrow

### Supported LEO Platforms

Platforms	
Eutelsat OneWeb	Starlink

### Supported HUB Integration

	ST Engineering iDirect	ST Engineering iDirect	ST Engineering Newtec Dialog	Comtech	Gilat	Gilat
<b>HUB Model</b>	Velocity (Pulse)	Evolution	Dialog	Heights	Skyedge IIC	Skyedge V
<b>HUB Version</b>	>2.6	>3.0	2.2.3	N/A	5.6 (56)	N/A

### Supported SCPC Links

	Cobham	Novelsat	Newtec
<b>Modem Model</b>	CDM-QX, CDM-570 A/L, CDM-625, CDM-625a, CDM-750, CDM-760	NS3000	MDM6000

\*The availability of features is contingent upon the API of each platform or hub.

To learn more about SMP, contact your local sales representative or visit: [intelsat.com/partners/service-management-platform/](https://intelsat.com/partners/service-management-platform/)