

Every place
can be reached.

Managed communication services



Managed communication services

Viasat utilizes the latest available VSAT- and LTE technology offshore, onshore and nearshore

Viasat's managed communication services are designed to meet our clients' current and future communication and collaboration needs globally. We offer intelligent and reliable solutions, enabling our clients to benefit fully from digital transformation. Designed with the future in mind, Viasat's telecommunications offerings provide fast, secure sharing of critical real-time data, voice and video to remote sites all over the world. This allows our clients to focus on their core competencies.

Viasat manages the entire installation - everything from equipment and cabling to an entire state-of-the-art communications infrastructure taking advantage of the latest virtualization technology.

We provide end-to-end service assuring maximum uptime, reliability, flexibility and security.

Viasat's managed communication services provides:

- Fully managed voice and data networks
- Video surveillance and collaboration
- Virtualized services and solutions onshore and offshore
- Network optimization and virtualization
- Real-time operational monitoring and control
- NIST Cybersecurity Framework assured network
- Operations Cyber Services (OCS)
- Data protection and encryption
- Machine-learning based analytics platform (Intelie)
- OTT SaaS applications

Viasat utilizes the latest available VSAT and LTE technology offshore, onshore and nearshore. Our solutions are designed to intelligently and seamlessly choose the best available communication path to maximize the customer experience and reduce cost. Our solutions can take advantage of L-band, VSAT, LTE and fiber, with intelligent routing over preferred networks.

Viasat's managed communication services is based on a global communication infrastructure, which includes satellite backhaul covering all bands, fiber, microwave and LTE. This is all supported by live monitoring and 24/7 technical support.

VSAT solutions

Viasat utilizes the latest in VSAT technology to be able to provide our customers with a flexible and cost-efficient solution. Depending on customer needs, Viasat offers cost optimal VSAT solutions based on the latest technologies from vendors like Newtec, iDirect, Comtech, O3B and others. We can meet any VSAT needs globally, and we have decades of experience and knowledge related to regulatory requirements. This is particularly important when delivering services to the different continental shelves. Through partnerships with the major satellite and LTE operators, Viasat is able to provide VSAT and LTE capacity globally. And coming soon, we will be adding Viasat's high-capacity satellite solutions to our hybrid network portfolio.



LTE Solutions

Viasat provides global multi-band LTE services through its CompleteConnect solution. CompleteConnect ensures constant connectivity, high capacity and high availability. Viasat offers an intelligent and durable LTE solution that is easy to deploy and can be bundled with L-band and VSAT services to provide communications beyond LTE coverage areas. The solution also guarantees complete separation of networks on the remote site. Viasat has agreements with major LTE providers both onshore and offshore to provide our clients with the best possible LTE coverage.

CompleteConnect:

- Up to four SIM cards
- Up to two active radios
- Automatic failover between LTE providers
- Automatic failover between LTE, L-band and VSAT where applicable

CompleteConnect US Land

- Combined coverage
- AT&T
- Verizon
- SD-Wan capabilities with several options related to failover between AT&T and Verizon, switching between providers can also be done manually by Viasat's Network Operations Center (NOC)
- Various deployments
- Ruggedized case with easy to deploy vehicle antenna
- Junction box with fixed antennas
- Ruggedized case with retractable trailer antenna
- 24/7 monitoring and support

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CompleteConnect offshore

Viasat can provide LTE services offshore wherever there is coverage. We have extensive experience with offshore installations both in the North Sea and the Gulf of Mexico (GOM). Both directional and omni antennas will be used to support mobile units with high quality LTE services.

Microwave network – Gulf of Mexico

Viasat owns and operates the largest and most comprehensive digital microwave network in the Gulf of Mexico. The network offers low latency and, fast and secure services hardened from major weather events. We also provide a responsive support team to ensure our customers experience the least amount of business disruption, especially during hurricane season.

The network is comprised of over 56 fully owned and managed backbone nodes, with a maximum service radius of 15 miles providing 24,000 square miles of coverage. The network utilizes the latest in microwave technology with upgraded connections between beach crossings and system facilities connected to fiber optics. It also has incorporated multiple nested rings for diverse routing.

We provide stabilized solutions for floating platforms with VSAT failover systems. The Viasat Interchange™ for intelligent routing uses a broad range of access technologies.

Viasat also provides added value OTT services for voice, ISP, cybersecurity, video, and crew welfare.

4G/5G LTE coverage in the Gulf of Mexico

Our 4G/5G LTE coverage is a combination of our microwave backbone transport and services and T-Mobile's transformative leading global wireless network. Operating on the 600 and 700 megahertz spectrum; the upgraded LTE infrastructure allows extended coverage and enables signals to reach twice as far as Viasat's existing 4G WiMAX.

This LTE infrastructure is an ideal broadband delivery technology for oil and gas customers operating within remote areas in the GOM due to its reliability, data speeds, mobility, and availability.

The mobile network is purely IP-based technology and supports data and voice over LTE (VoLTE) and narrowband IoT as well as:

- Expands and enhances its fixed broadband offerings
- Provides full mobility for voice and data
- Provides coverage for personal devices to work in the offshore environment
- Enables future developments for the Industrial Internet of Things (IIoT) to deliver more services on exploration rigs, production platforms, supply vessels, cruise liners, shipping and Coast Guard vessels, and more, as they move and operate anywhere within Viasat's GOM footprint



Collaboration solutions

Viasat has a global collaboration network, providing video and voice services to our clients. We provide the necessary hardware and software needed for your collaboration needs as a service. The following services can be provided as a complete managed service:

- Installation services
- Video and voice equipment onshore and offshore
- PABX integration
- Global voice network with local outbreaks
- Video and collaboration cloud service
- Personal video
- Video meeting room
- Streaming and recording
- Special EX-solution

Intelligent networks

Viasat provides several services to optimize your network traffic. With the possibility of having multiple transport networks with different characteristics, the intelligence on top of the network becomes more important. Viasat provides several services to improve efficiency and resiliency.

Viasat Interchange™ is an advanced SD-WAN solution providing service resiliency by continually monitoring network parameters such as latency, packet loss and jitter to determine the appropriate packet delivery path. Interchange provides packet duplication to improve latency-sensitive applications such as VoIP. The solution segments data paths to support the transmission of critical data during service degradation, intelligent load balancing, data aggregation and link diversity.

Viasat also provides Riverbed WAN optimization solutions with the latest caching technology. This technology enables optimization of the most common encrypted internet traffic.

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Global presence

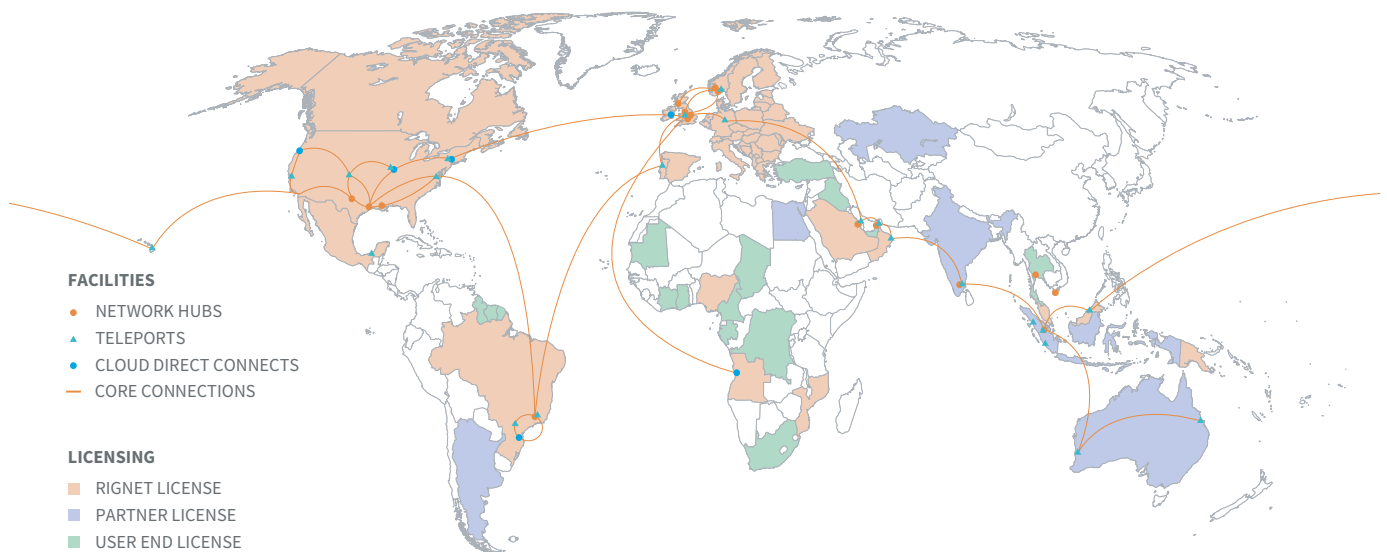
To be able to support our clients worldwide, Viasat has 30+ entities with operations in more than 50 countries. Viasat field support resources are located where our clients operate in order to support their critical operations 24/7.

Viasat leases teleport space versus owning and operating as it allows us to leverage carrier class facilities from partners like Intelsat, Arqiva and SES. The benefits to our clients are vast. We are able to deliver access to the best-in-class infrastructure, carrier class facilities and flexibility to adopt new technologies.

Global support

Viasat provides global network management, support and maintenance through our world-class Global Customer Care Center (GCC), based in Houston, Texas, with supporting facilities in Lafayette, Louisiana and Aberdeen, Scotland.

Viasat's GCC objectives are to provide service support, minimize downtime, provide best-in-class technical response, and to manage incident responses globally. Our constant aim is to exceed customer and commercial expectations, ensure the quality of the network and to resolve network and application issues quickly and effectively.



Intelligence
should know
no boundaries.



The GCC is staffed with highly qualified and experienced support technicians and analysts trained in the range of network services, OTT solutions and technologies that Viasat offers.

The GCC utilizes local field-, network- and application resources from our local offices and operational bases whenever necessary.

Viasat has adopted the ITIL (Information Technology Infrastructure Library) standard framework to use as guiding principles and industry best practices in the delivery and support of services to our customers.

The GCC employs multiple network management systems and is equipped with graphical representation of Viasat's global and regional network infrastructure. This gives the GCC the ability to proactively monitor remote connectivity to customer locations and respond quickly to network outages and customer reported incidents and requests. The GCC workstations are video conference capable, providing enhanced collaboration for Prosafe facilities.



In 2021, RigNet merged its capabilities with Viasat to create Viasat Energy Services, an expansive global managed services network infrastructure. Now, with our combined leadership in energy services and satellite innovation, we can provide even more coverage, capacity and connectivity to our customers – accelerating digital transformation through new technologies, solutions, and enhanced ability to scale. And with the upcoming launch of the revolutionary Viasat-3 constellation, we'll soon be able to deliver our enterprise customers a truly global broadband solution from a single provider, with even more capacity to help drive costs down.

GCC System Assurance Tools

servicenow

SRM (ITSM & CMDB): Maintain and Support Life Cycle

- Incident Management
- Problem Management
- Request Management
- Customer SLA Management
- Customer and Service Configuration Management
- Change Management
- Customer Portals