



Heads of State Connectivity

Viasat and Satcom Direct rise to the challenge for head of state connectivity

Global, robust, secure and scalable communications are a must for government customers who have to be able to stay in touch 24/7 – on the ground and in the sky.

Through a long-standing partnership of 20+ years, Viasat and Satcom Direct provide in-flight connectivity to many heads of state and other dignitaries around the world.




Multiple requirements

Heads of state have extremely high expectations of the technology on their aircraft. Their systems are complex and sophisticated and they need flexible and customisable solutions that provide the ultimate in-flight connectivity experience in both the cockpit and the cabin.

It is common to have multiple voice and data requirements on board – for mission critical operations (e.g. surveillance, video-conferencing and sharing documents), leisure applications (e.g. Web browsing, instant messaging and social media) and the accompanying media contingent.

In the fast-moving world of politics and diplomacy, 24/7 connectivity is vital. Due to the sensitive nature of government communications, there is also an unwavering focus on data security and zero tolerance for error.



“Viasat understands that standard airtime plans don’t always work for head of state customers who might have one aircraft or a whole fleet. Providing capacity alone isn’t enough – you have to provide it when and where it’s needed for different passengers. We work with Viasat to manage the data as it comes into the aircraft and then distribute and prioritise it through our router and access points on board.”

Michael Skou Christensen,
Senior Vice President,
Satcom Direct International

Customer focus

Thanks to the global reach of Global Xpress (GX), a strong legacy in mobility and an offering that includes voice data, VoIP, fax and safety services, We are well-positioned to meet head of state customers' exacting standards with its SwiftBroadband and G2X Air solutions.

Viasat and Satcom Direct work closely together to deliver exactly what the customer needs. During implementation, the technical team checks and tests everything on the network side. Once in flight, the Satcom Direct Network Operations Centre (NOC) monitors data behaviour so that it can anticipate, identify and resolve any issues that might occur in real time.

The secure Viasat network combined with Satcom Direct's cyber security solutions also mean that traffic on the aircraft is protected end to end – an absolute necessity for heads of state.

Satcom Direct works with Viasat to support 700+ Global Xpress activations across business aviation and global government.





Smooth integration

Satcom Direct provides head of state customers with extensive technical training in its labs. This includes stress testing the in-flight connectivity with different applications and, if necessary, getting more capacity from Viasat. These kinds of tests help to narrow the gap between the customer's expectations and the final in-flight connectivity solution.

There is also a highly experienced 24/7 customer support team at Satcom Direct, which works with Viasat to provide visibility of connectivity performance during flight (e.g. the health of the network). The team advises customers about sensitive airspace, monitors for any network outage and suggests alternative routes to maintain connectivity. This proactive approach ensures optimal connectivity. The expert team also provides troubleshooting support when needed.

Mutual trust

As part of Viasat's ecosystem of wholesale channel partners, Satcom Direct helps to identify and deliver exactly what the market needs and provides enhanced support. Having worked together for 20+ years, the two companies have built a trusted partnership that has strengthened over time. It means that head of state customers can travel with complete confidence in their cabin connectivity solution and the team behind it.

"Heads of state have very exacting requirements in terms of their connectivity, taking into account security, accessibility and reliability. Given their reliance on the use of in-flight applications at any hour of the day or night, it takes highly specialised skills plus a shared commitment to quality of delivery. The Satcom Direct team has demonstrated over many years that it is world leading when it comes to specialised skills in aviation connectivity – particularly for such demanding customers as heads of state. When combined with Viasat's more than 40 years of experience and innovation in satellite communications, the shared commitment between our two organisations helps ensure that the world's heads of state are always able to conduct their affairs securely and reliably."

Todd McDonell,

President, International Government,
Viasat



Viasat's partnership with Satcom Direct in the government sector has significantly expanded over the past three years as heads of state and VIPs harness the power of G2X Air.

"Viasat has proven so many times that its satellite network works – this builds a lot of trust with customers. It takes an immense amount of collaboration to provide the highest quality communications on these aircraft. Satcom Direct has championed virtually every new Viasat product and service and helped to iron out any issues before implementation. Each company pushes the other to be better."

Michael Skou Christensen,
Senior Vice President,
Satcom Direct International





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