

Intelsat General's Secure Operations Center (ISOC)

Access to the Intelsat Network for Highly-Secure Communications



To better serve the round-the-clock critical requirements of its commercial, government and military customers, Intelsat General Corp. had opened the Intelsat General Secure Operation Center (ISOC) within the Intelsat teleport facility at Ellenwood, GA. The ISOC functions as the initial entry point to the Intelsat constellation of 52 satellites while also providing fault monitoring and troubleshooting assistance on-demand for customers.

The ISOC has a highly-trained, fully-cleared staff of satellite network engineers and technicians who have been vetted by law enforcement and national authorities. The ISOC staff works on a 24 x 7 schedule to continuously monitor network operations and capacity to ensure stated service levels are achieved. With the ISOC personnel proactively monitoring all dedicated customer circuits, customers are notified immediately upon an alarm notification. The staff can respond instantly to incoming customer trouble reports or new site activations, and they can access online transmission plans, network schematics and historical data.

The ISOC is the primary point-of-contact for service activation, status and troubleshooting. The staff members have a thorough understanding of a wide range of products and services:

- Radio Frequency (RF) systems
- Internet Protocol (IP) networking
- Technology specific training such as DiRECTWAY, iDirect and Vipersat

Fully Cleared Facility

- All U.S. citizens, cleared staff
- Isolated within Ellenwood teleport, near Atlanta, GA
- Secure telephone lines, isolated from Intelsat, Ltd
- Secure telecommunication, STU III or STE
- Secure document protection meeting DoD specs
- Meets DoD specifications for access control
- Systems and procedures established to insure anonymity



Key Benefits / Services

- The ISOC IT standards meet Mission Assurance Category (MAC) I
- Back-up ISOC to be located in Long Beach, CA, for disaster recovery
- ICMP (Internet Control Message Protocol) monitoring, fault notification and statistical reporting with Whatsup Gold digital display provides instantaneous graphic display of remote antenna status
- 24 x 7 carrier activation and peak/poll
- Call management system insures that calls are answered by a qualified network operations engineer or technician with a one minute target response
- VPN Tunnel between Intelsat General-MD and the ISOC-GA for confidential data transmission
- Independent of Internet – Fiber-optic lines installed to the ISOC
- Web access to Intelsat GlowLink system can be provided
- 24/7 interpretation services to serve clients in over 170 languages

Active ISOC interfaces with the Intelsat Constellation via Ellenwood

- GlobalConnex and Network Broadband Provisioning Dept.
 - Hybrid space and terrestrial infrastructure (GXS and NBB) implementation support
- Digital Operations Center (DOC) Level 1 and 2
 - GXS and NBB post implementation support
 - iDirect and DVB network infrastructure support
 - Infovista and SMARTS application support
- Carrier Management Center
 - 24 x 7 Carrier activation, peak/pole, 1db compression test support
 - Interference geolocation capability
 - SIECAMS and GMS carrier and spectrum monitoring
 - Training
- Network Engineering
 - Network Monitoring Access
 - 3rd level trouble-shooting support
 - Training
- Teleport Operations Dept.
 - Earth station trouble-shooting support



FOR MORE INFORMATION:

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