

Service Management Platform (SMP)

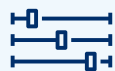
Delivering an Industry Leading Customer Experience

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*.

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

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
HUB Model	Velocity (Pulse)	Evolution	Dialog	Heights	Skyedge IIC	Skyedge V
HUB Version	>2.6	>3.0	2.2.3	N/A	5.6 (56)	N/A

Supported SCPC Links

	Cobham	Novelsat	Newtec
Modem Model	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/