Intelsat General's Secure Operations Center (ISOC)
Access to the Intelsat Network for Highly-Secure Communications

Intelsat General created the Intelsat General Secure Operations Center within the Intelsat teleport facility at Atlanta, GA, to provide round-the-clock coverage for mission-critical support of its commercial, government and military customers. The ISOC's mission is to provide superior professional customer support and technical expertise to IGC customers and their end users. The facility employs highly-trained satellite network engineers and technicians who are experts in the current technologies.

Customer support at the center focuses on anonymity and security, with the staff working diligently to insure that all services are provided at or above Service Level Agreements with telecommunications operators.

The ISOC is equipped with state-of-the-art tools and technology to monitor and troubleshoot connectivity with Intelsat's fleet of 50+ satellites. The center's engineers provide new site activations, trouble notification, data recording and configuration-change management, working with both customers' technicians and end users. The staff responds instantly to incoming trouble reports and advises customers of critical events by phone and e-mail.

Intelsat General strives to maintain relationships by identifying with our customer as cooperative partners as well as by providing enhanced capabilities to manage and monitor their networks. This allows our customers to offer extended services to the end users.

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 iDirect and Vipersat

INTELSAT
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FOR MORE INFORMATION:

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Key Benefits
- Employs former government and military personnel
- Fully operational facility under CAGE Code 4SBW2
- Disaster backup in Bethesda, MD
- 24x7 network monitoring
- 24x7 carrier activation and monitoring
- 24x7 call management

Fully Operational Facility under CAGE Code 4SBW2
- All U.S. citizens
- Isolated within Atlanta, GA, teleport
- Secure telephone lines
- Secure telecommunications equipment
- Secure document protection and access control meeting DoD specs
- Systems and procedures established to insure customer anonymity

Active ISOC interfaces with the Intelsat Constellation via Atlanta
- 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
  - 24x7 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