

Singtel Satellite

Product Factsheet

Integrated Network Management System (iNMS)



Proactive Monitoring and Diagnosis of remote sites-Real-Time & on-demand

Scheduled reports, visibility to connectivity and position all at your fingertips.



Features

In business, you need more than an astute vision to propel the business forward. With your communications infrastructure getting increasingly complex, how do you obtain visibility into the actual workings of your business – from daily operations to financial performance to the IT and communications infrastructures that are powering your business? In the event of a crisis, do you need to consult different tools or vendors before you can confidently determine the cause of the problem and start resolving it?

In today's dynamic business environment where there is no room for error or delays, what is you need is an integrated fault detection, reporting, monitoring and management system that will proactively give you the visibility you need to troubleshoot, resolve issues and regain control – within the shortest time possible.



Proactively Monitor and Diagnose remote sites in Real Time across Multiple Satellite Communication Services. On PCs and Mobile Devices.

Full Visibility Across Multiple Satellite Services

Singtel Satellite Integrated Network Management System (iNMS) is an integrated fault detection, monitoring, management and reporting system that provides connectivity and position of vessels and sites.

It is the first truly integrated network management system which remotely monitors connectivity and device status across multiple satellite services and network devices for both land- and sea-based sites. Multiple satellite services that can be monitored using iNMS includes Mobile Satellite Services – maritime VSAT, FleetBroadband, and Fixed Satellite Services – teleports, VSAT and BGAN. On the device level, iNMS dives into LAN hardware and software including routers, switches, firewalls, bandwidth optimisation and Internet access management products.

Singtel Satellite iNMS comes with a user portal providing a single point of access to monitor network, device and fleet, while offering real-time device status updates via email and SMS1. The on-demand web-based portal comprises of an intelligent dashboard which identifies and prioritises real-time connectivity issues for quicker problem resolution. iNMS includes comprehensive capabilities ranging from fault detection and notification, performance monitoring, spectrum analysis, to service level management, providing the full visibility you need.

iNMS Apps for Ease of Management On The Go

To facilitate ease of management of sites for professionals and executives on the move, customers can download the Singtel Satellite iNMS iPhone and iPad apps, which provide the breadth of features available on its desktop version. Usability of the apps is enhanced with clear alert pop ups, alert lists, site details, site position map, service usage charts, and Global Service Centre contact information.

Functionalities

Singtel Satellite iNMS provides intelligent functionalities in these three areas:

- Detailed Fault Detection, Notification and Management
Provide real-time alert and notification of connectivity, location and data trend occurrence in the network via emails and SMS1 all at a glance.
 - Link utilisation: Collection and display of data usage trends and performance data, with maximum, minimum and average figures.
 - Device health: Display device up-time, CPU resource, memory usage.
 - Link status: Display link availability and latency based on signal to noise ratio
 - Traffic profiling2: Display of traffic profiles for UDP/TCP/ HTTP or higher layer traffic in terms of data usage.
 - Alerts: Provide notification via email or SMS1.
- Position Tracking, Status Updates and Route Planning
Mobile sites are subjected to risks with varying environmental conditions and require good planning to manage use of energy and resource needs. Detailed tracking and updates enable efficiency in voyage planning.
 - On Demand Maps: Display the location of land sites and ships and satellite coverage, with option to sort by active and inactive connection.
 - Weather information: Provide weather information at site location, including weather condition, temperature, humidity, wind speed.
 - Vessel trace: Current and historical trace routes of up to 1 month by each vessel for future route planning.

- Performance Monitoring, Reporting and Service Level Management Make informed decisions by allowing customers to track network performance and health to determine if service provider has met the committed service level agreement (SLA).
 - Bandwidth utilisation report: Bandwidth usage trend with weekly or monthly views to determine traffic load.
 - SLA report³: Comprehensive information including month on month service availability chart pegged to committed service level, performance indicators and downtime, outage tracked, and opened incident tickets.
- As low as 5kbps throughput
- Unique high resolution enhancement feature to clearly magnify any chosen area in footage freezing it to still image
- Multicast to support unlimited concurrent viewing
- Access videos over IOS and Android mobile devices
- High disk storage of DVR up to 500GB. Approximately 1 month footage on 2 CIF quality, with frame rate of 5 FPS (frame per second) base on 4 cameras.
- Secured footage encrypted with AES256
- Video Surveillance system is compatible with most analogue camera brands such as Honeywell, Pelco and Wonwoo

The Singtel iNMS Benefits



- **Enhanced customer experience**
Intelligent iNMS dashboard identifies and priorities connectivity problems for quicker troubleshooting and rectification, enabled by intuitive user interface for ease of use. Up to 6 graphs to choose from for dashboard.
- **Maximise business efficiency**
Instant access and alerts over smart mobile devices for quicker management of sites anytime, anywhere.
- **Better usability**
Latest markup language HTML5 used for upgraded interactivity even on handheld devices. Locate sites and devices quickly with improved keyword search functionality.
- **Full Real-time visibility**
Get instant updates of not just the position and connectivity status of your remote sites, but also your communications and network devices.
- **Increase agility with proactive monitoring**
Enhance business agility with proactive monitoring via automated alerts and notifications pegged to user-defined performance thresholds.
- **Ease of management**
Speed up troubleshooting with a single, integrated network management system to monitor network and communication equipment and solutions across multiple platforms. Ease IT management and optimise valuable IT resources to focus on higher-value functions, communications and network devices.
- **Driving informed decisions**
Quick access to bandwidth utilisation charts, trends and performance reports of your assets to be on top of operational expenditure for effective cost management.

1. Chargeable feature. SMS charges to designated mobile numbers will be borne by the customer.
2. Subjected to availability of drivers or management information base (MIB).
3. Chargeable feature.

About Singtel

Singtel is Asia's leading communications technology group, providing a portfolio of services from next-generation communication, technology services to infotainment to both consumers and businesses. For consumers, Singtel delivers a complete and integrated suite of services, including mobile, broadband and TV. For businesses, Singtel offers a complementary array of workforce mobility solutions, data hosting, cloud, network infrastructure, analytics and cyber-security capabilities. The Group has presence in Asia, Australia and Africa and reaches over 650 million mobile customers in 21 countries. Its infrastructure and technology services for businesses span 21 countries, with more than 428 direct points of presence in 362 cities.

About Singtel Satellite

Singtel Satellite is Asia's leading provider of one stop satellite communications and ICT solutions, driving innovations to meet voice and digital challenges in Fixed and Mobile Satellite segments on both land and at sea.

With a strategic focus on Maritime communications, Singtel Satellite engages the key needs of Maritime customers with broadband satellite communications, Cyber Security solutions and ICT applications in Crew Welfare, Operational Efficiency, and Monitoring and Control, bridging mission critical communication gaps between ship and shore.

From satellite to fibre to IP, Singtel Satellite offers global coverage and versatility across platforms. Backed by 3 teleports pointing to more than 30 satellites and supported by our award winning IP VPN infrastructure and an extensive terrestrial network of with more than 428 direct points of presence in 362 cities, Singtel Satellite ensures quality customer experience in communications and connectivity.

Committed to delivering service excellence and with more than 40 years of collective experience, Singtel Satellite empowers global customers with complete solutions to organically drive productivity, efficiency, and experience.

Awards

Seatrade Maritime Awards Asia
Communications at Sea Award 2018

VAST Industry Awards
VAST Service Provider of the Year 2016, 2014

The Technical Innovation Award
Seatrade Asia Awards 2012, 2010, 2008

Global Top 20 World Teleport Association
Top Teleport Operators of 2017, 2016, 2014, 2013, 2012, 2010, 2009