



# MANAGED SERVICES

Expand your Network. Mitigate your Risk



## BENEFITS

- **Meet your strategic goals while reducing TCO**
- **Provide service assurance - end-to-end solution with strict KPI/SLA**
- **Limit your risk**
- **Reduce costs directly and indirectly**

We know you're busy. You need to beat your competitors to the next new territory. Increase your subscriber base. Upgrade to the next generation network. Guarantee an acceptable service level.

We hear you. And we can help.

Gilat's Managed Services span the range of the service chain. The way it works is simple.

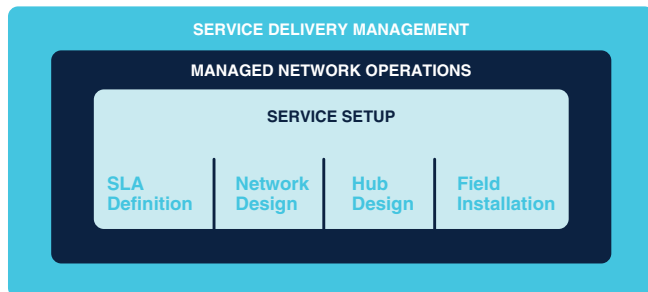
1. Tell us what you need.
2. We make it happen.

Our Managed Services include a set of predefined KPI/SLA aimed at ensuring delivery excellence, service assurance and a high-quality customer experience. Whatever KPIs matter most to you, we will ensure you reach the outcomes you desire, and back it up with a service level agreement that maps to your goals. Gilat designs, installs, and operates your network, and provides service delivery management at every step along the way. As your partner we'll share the risk of network availability and SLA compliance, freeing you to focus on your customers and product while we run your network.

## THE TECHNOLOGY AND EXPERTISE YOU NEED

Gilat delivers advanced broadband connectivity with managed network services to customers around the world, regardless of terrain.

Deploying and operating broadband networks – often in challenging conditions and under tight deadlines – requires industry-leading expertise. Drawing on nearly 30 years of experience, we offer technological know-how unparalleled in the industry. We're rolling out solutions that let you expand your coverage area, enter multiple markets, and offer VNO services.



Managed Services: High-level view

Our technological advantage for cellular solutions is particularly noteworthy. Thanks to Gilat's embedded acceleration, which overcomes satellite's inherent delay, our industry-leading VSATs reach download speeds of up to 200 Mbps. With speeds that high, our satellite backhauling for LTE networks easily rivals terrestrial alternatives.

On the financial front, our fixed-price solution provides cost certainty without surprises: operating expenses are linear, aligned with your business growth. Our solution reduces costs by lowering the barrier to entry for 24x7 operation and requiring little or no CAPEX. More indirectly, the avoidance of churn from dissatisfied end users and of SLA non-compliance penalties also represent a cost savings.

Terrain, typically an impediment to rural connectivity, is no problem for us. We specialize in finding ways to establish connectivity under challenging conditions. From both the technological and operational sides, we can deploy the equipment where it needs to go and keep it running.

### MANAGED SERVICES: GILAT'S GLOBAL PRESENCE

To provide service to Australia's most remote residents as part of its National Broadcast Network initiative, Gilat handled all aspects of deploying the large-scale network, from technology to installation to maintenance.

In Fitel Peru, Gilat delivered connectivity to several rural regions. Gilat mapped out the project, leveraging its experience to estimate costs, offer technical solutions, anticipate legal issues, and suggest appropriate business models. Project delivery was on time, within budget and within scope, and Gilat continues to provide sustained operational support.

Another Gilat advantage is the rapidity with which we can deploy a network. When the race is on to penetrate a new area, if you don't move quickly, a competitor will most assuredly reach those potential customers first.

This has weighty business implications: the loss of potential revenue, the difficulty of convincing a customer who has signed up with one mobile service carrier to switch carriers, and the ongoing cost of having to pay other carriers high roaming charges in areas where the MNO has no coverage. We can establish a network in months as opposed to the years it takes other providers.

### DESIGN. IMPLEMENT. OPERATE. IMPROVE.

The first step is network design, in which transport and access solutions are determined. What is the coverage region? Which applications are needed? What is the required quality of service? Is it more cost-effective if the network is satellite-based, terrestrial, or a combination of both?

In the implementation phase, the network becomes a reality.

In a satellite-based implementation, Gilat is responsible for setting up and managing the space segment, and procuring, testing and deploying the hub and other ground segment equipment. In a terrestrial-based implementation, Gilat is responsible for extending infrastructure to reach remote areas and establishing a point of presence at the edge of the network that communicates directly with mobile handsets.

Once the network is up and running, it needs to be monitored and maintained, ensuring that agreed-upon service levels are met. Operations ensure that any failures in the network infrastructure are swiftly discovered and handled. A 24x7 Network Operations Center (NOC) includes a call center for VSAT end users and installers, network surveillance, end-to-end service responsibility and OSS/ BSS activities. In addition, our Field Operations team provides onsite maintenance for issues that cannot be handled remotely. As part of our Operations, we continually re-evaluate the efficiency of the TCP and RF legs, and reallocate resources to ensure optimal performance.

Each of these services is handled by a program management team. Their role is to ensure that KPIs are fulfilled, as measured by compliance with service level agreements.

### WORKING TOGETHER FOR THE GOOD OF YOUR NETWORK

We leverage our experience to estimate costs, offer technical solutions, anticipate legal issues and suggest business models. This, coupled with experience and technical savvy, is how we're able to provide full end-to-end solutions for some of the largest satellite networks in the world.

Ready to take your network to the next level? Let's talk.