

Orange Business Services brings home office IT reliability to the high seas



**Business
Services**

CUSTOMER PROFILE

As part of the France Telecom group, Orange Business Services is a leading global integrator of communication solutions for multinational corporations. With VSAT making it possible for vessels to become extensions of the corporate network, Orange finds itself uniquely positioned to address the needs of maritime companies. It has a rich history in connecting remote offices to corporate virtual private networks, and the premise for connecting sea-faring ships to shoreside systems is the same, only on a more complex scale. Success depends on the ability to marry terrestrial capabilities with satellite capabilities while ensuring availability and global coverage.

Orange brings all these elements together enabling seamless communications from office, to port, to ship and back.

www.orange-business.com/maritime

“With Uplogix, we’re able to deliver an unmatched class of service for both traditional heterogeneous IP devices and RF communications equipment, bringing better business value to our customers.”

Michel Verbist
Product Manager - Satellite Solutions
Orange Business Services

Uplogix Benefits for Orange Business Services:

- ▶ Uplogix deployed on the ship allows for 24x7, in-depth local monitoring of both satellite communications equipment like antennas and modems, and IP networking gear like routers and switches
- ▶ Uplogix can automate management and recovery of routine network issues plus challenges unique to maritime satellite networks like blockage zone remediation
- ▶ Out-of-band functionality means that Orange technicians can access remote gear any time, any place for troubleshooting

Bringing the Office to the Sea

Modern satellite broadband communications transform any vessel into a mobile corporate office with the same access to email, supply chain management and procurement systems and applications as land-based locations.



Orange Business Services has developed a maritime satellite service completely integrated with Business VPN for improved communications between ships and terrestrial sites and added benefits for passengers and crew that were previously cost prohibitive.

Examples of how Orange uses Uplogix

Orange Business Services uses Uplogix as extensions of their own support staff, using the Local Managers as onsite eyes, ears and hands to ensure the network is shipshape. Some of the key features include:

Locally Staged/Pushed files

The software that runs remote hardware used in maritime VSAT is always changing. New configurations and operating systems become available that promise new features and improvements. In the past, upgrading a vital component in the VSAT link was something that was only done in port, where the impact of downtime was minimized. With Uplogix, even if there is a problem with the upgrade, devices like a satellite modem, router or switch can be automatically restored to its last known operating state and the connection to the outside world restored. Changes can be pushed individually or scheduled across the fleet from the Uplogix Control Center.

Continuous Monitoring and Management with Out-of-Band

Access to the data that feeds satellite network management tools is possible even during a VSAT outage using Uplogix and an out-of-band connection. In an out-of-band situation, Uplogix utilizes port forwarding for access via serial or IP and caches commands to avoid latency issues and provide consistent remote access.

Deploying Remote Network Infrastructure with Confidence

Uplogix' patented solution is designed to address key requirements to support remote network infrastructure:

- ▶ **Secure and persistent access to remote devices** | When the network is up and running, admins access devices through Uplogix LMs over the network. If that connection is broken or not yet established, the appliances "dial-out," providing a two-way, secure management link independent of the primary network.
- ▶ **Automated device control and recovery** | Uplogix LMs monitor devices 24x7 over the console port and take recovery steps when issues are detected.



ABOUT UPLOGIX // Uplogix provides the industry's first local management solution. Our co-located management platform automates routine administration, maintenance and recovery tasks—securely and regardless of network availability. In comparison, traditional network and systems management depends on the network, uses multiple tools, and remains labor intensive. Uplogix puts the power of your most trusted IT administrator everywhere, all the time.

Uplogix is privately held and headquartered in Austin, Texas with international offices in London and Monterrey. For more information, please visit www.uplogix.com.

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