



## Airborne Network Services™

Advanced Networks for Mission Critical Communications

Today's military and government markets have an urgent need for end-to-end managed network services that can deliver voice, data, HD Full Motion Video, SIGINT and COMINT in real-time and while on the move. In today's battlefield construct, warfighters in worldwide locations, on the ground and at sea are critically dependent on a reliable and secure two-way, beyond line-of-sight (BLOS) transmission to and from airborne assets with reachback to NetOps.

With guaranteed 99.9% network availability, Tachyon Networks provides an integrated group of services including network engineering, capacity planning, link budget analyses, system specification, CSC, 24x7 NoC, in-theater personnel, professional services and custom reporting. Tachyon's industry leading network is unique in the market and the best choice for the delivery of mission critical communications.

## Airborne Network Services

### NETWORK ENGINEERING

Network design by highly skilled network engineers with airborne network experience.

### IP TRANSPORT SERVICES

Includes IP address management, end-to-end equipment provisioning of remote terminal, hub, terrestrial networking, teleport operations, and ongoing RF link monitoring.

### NETWORK OPERATIONS

Continuous 24 x 7 monitoring and proactive event notifications by email, pager, text or voice. Transparent and flexible monitoring and event notification includes end-to-end connectivity and infrastructure elements (power, HVAC, facility security, RF equipment, Teleport antenna tracking, baseband equipment, spacecraft performance, etc.).

**Monitoring:** Proactive trends and events tracking that allows for corrections and repairs before issues become critical – often before customers even place the service call.

**Remote Operations:** CONUS-based ability to remotely manage and fix potential issues, reducing the reliance on field support. Ability to remotely access all aspects of infrastructure improves response time and overall network availability.

**Security:** Secure access to NMS portals for real-time reporting and troubleshooting.

**Trend Analysis:** Permanent storage of over a hundred different network metrics.

- Web based tools for mining and analyzing stored network metrics.
- Ability to correlate any number of stored network metrics, both graphically and in tabular form suitable for export to Excel spreadsheets.
- All highly customizable resulting in the most applicable views for each customer's mission.
- Ad hoc reporting and data mining capability giving customers instantaneous data at their fingertips.

**Mapping:** Tachyon NMS tools along with flight data allow for integration with mapping and topographical imaging tools for real-time and historical position tracking and correlation to beam coverage.

**Web based:** No proprietary client software is required for Tachyon's NMS tools.

### CALL CENTER

Continuous 24 x 7 call center support including tiers 1 – 3, manned by experienced, in-house support personnel with access to senior support staff and development engineers.

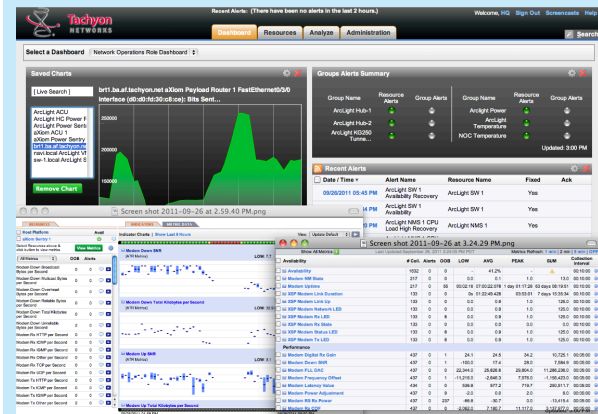
### SOFTWARE PRODUCT MAINTENANCE

End-to-end product support and aXiom software maintenance. Maintenance typically includes major releases and any required interim bug fix or patch release.

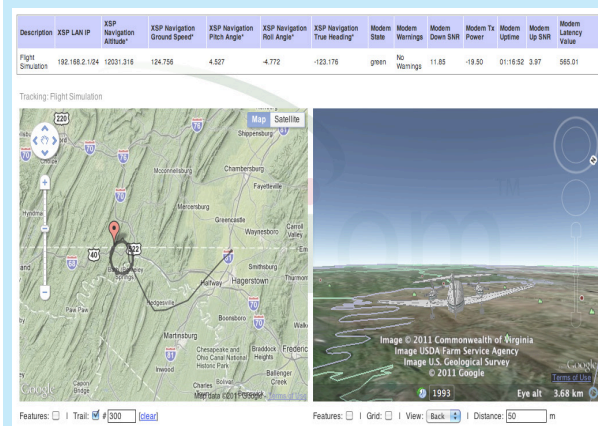
iDirect iSupport Premium Support Plan (PSP) for all iDirect based network elements including both hub and remote terminal components.



CONUS-based 24 x 7 network monitoring and management



Network Operations Dashboard



Web-based live stats UI with mapping