

IBIS

Satellite communications management



The IBIS platform enables satellite communications service providers to provision, monitor and secure their satellite services. IBIS includes device management, provisioning, monitoring traffic and alerting and firewall management. IBIS includes it all in one easy to use application.

Installed base management

IBIS is integrated with all the major satellite operators. All SIM cards and devices are available in one installed base screen. It is possible to add names, email addresses, cost centers and other identifiers to SIM cards and devices, allowing you to tailor your installed base to your requirements.

Provisioning

For the services where IBIS is integrated with the satellite operators, IBIS users can activate, suspend and deactivate directly from IBIS. After entering a provisioning task, within approximately 15 minutes the order is completed. In the background, monitors are running to ensure all tasks are completed. For provisioning orders where IBIS is not integrated with the satellite operator, a transparent support ticket mechanism is in place where the order can be tracked.

Monitors and alerts

Based on the near real-time CDRs received from the satellite operators, monitors can be set up to either send out email alerts when certain thresholds have been reached, or suspend the SIM card/device.

Key functionality

- Installed base management
- Provisioning
- Monitors
- Alerts
- (Automatic) suspends
- Firewall management
- Secure networks
- Reporting
- Support tickets
- Invoices

Supported services

- Inmarsat
- Iridium
- EchoStar
- Thuraya
- Orbcom
- VSAT
- Cellular
- Etc.



Firewall management

Traffic routed through the Galaxy 1 PoP are protected by a firewall. Firewall rulesets can be applied to SIM cards, preventing them from doing unauthorised traffic, as well as protecting them from unrequested incoming traffic. Firewall rulesets can be selected at the moment of activation and can be updated at any time.

Secure networks

By default, traffic is routed through the Galaxy 1 PoP to the internet. However, it is also possible to route the traffic via secure connections (VPN, MPLS) directly to the customer data center.

Reporting

Reports on all different aspects of the satellite communications are available by default, and customers can configure them to meet their requirements.

Examples of reports are:

- Rated CDRs
- SIM card status
- Allowance report
- Traffic/charges per month/period

All reports can be exported to Excel or other formats for distribution or further processing.

Support tickets

If there are any issues that require assistance from Galaxy 1, this can be reported via the integrated support ticket system, directly linking the SIM card /device. Support tickets are monitored by the global Galaxy1 support team and are always personally acknowledged.

Invoices

There are multiple options for invoice grouping, for example per cost center or product, including or excluding CDRs.

When the invoice becomes available, it is emailed automatically and it is available in IBIS as a PDF and Excel file.

Notifications

Should there be an issue with any airtime or network service, notifications are sent out by the Galaxy 1 support team and also made available in IBIS.

Security

IBIS is a secure platform using 256 bits SSL encryption. All users receive an individual username, and all key changes are logged for audit purposes.

Two factor authentication can be implemented by users if required.

Related services:

Remote Terminal Management
(device monitoring and control)

More information

Please contact your account manager
or visit www.g1sat.com .