speedcast COMPASS

speedcast

COMPREHENSIVE NETWORK MONITORING AND SUPPORT

Speedcast Compass delivers a complete online customer portal for network monitoring and management. Compass is optimized for use with Speedcast VSAT services, which allows customers to monitor the operational performance of their remote site networks from a single platform.

One of the most powerful and comprehensive network management systems in the industry, the Compass Portal is designed to provide a complete overview of site assets, with an easy-to-navigate system delivering immediate insights into customer networks. The portal allows secure monitoring of network infrastructure from virtually anywhere in the world at any time. Through a variety of service reporting capabilities, the portal offers instant data, providing real-time and historical site information critical for ensuring optimal performance. A rich set of features allows users to view network service level dashboards, receive automatic notification of incident and performance reports, or run trend data.

KEY FEATURES

- **3-Dimensional Map View:** An interactive globe view of your sites, with the ability to select company and site(s), and view device status and details, including upstream and downstream bandwidths.
- **Performance:** View data correlation across latency and uptime.
- **Reports:** Generate reports on network and service performance.
- **Support:** Create, track, and manage cases directly from the portal.

## CLOUD-BASED

24X7 REAL-TIME DATA

SECURE

**REQUEST A DEMO AT INFO@SPEEDCAST.COM**

3-DIMENSIONAL MAP

- An interactive globe view of your sites
- Near real-time device and network performance
- Data* includes modems, Antenna Control Units (ACU), IP interfaces, IP SLAs and routers
- Signal, latency, upstream and downstream bandwidths
- Service availability
- Ability to export data

* Data availability is dependent on the site and modem type
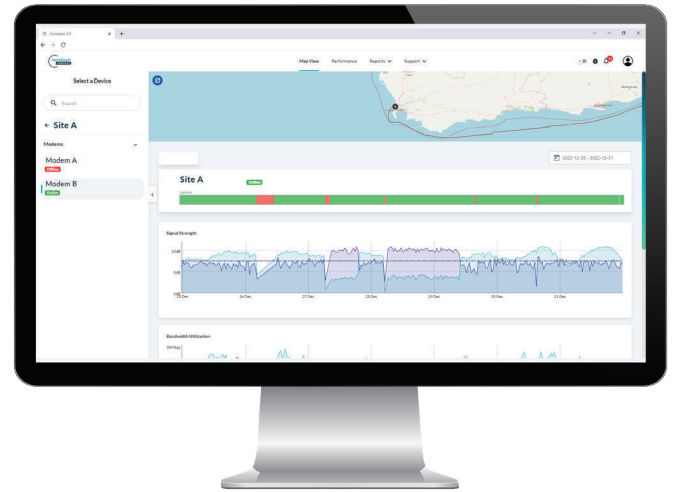
SITE PERFORMANCE

- Self service overview
- View data correlation across location, latency and uptime
- High-level location visibility
- Service information overview
- Ability to zoom into service information per site
- Ability to export data in CSV files
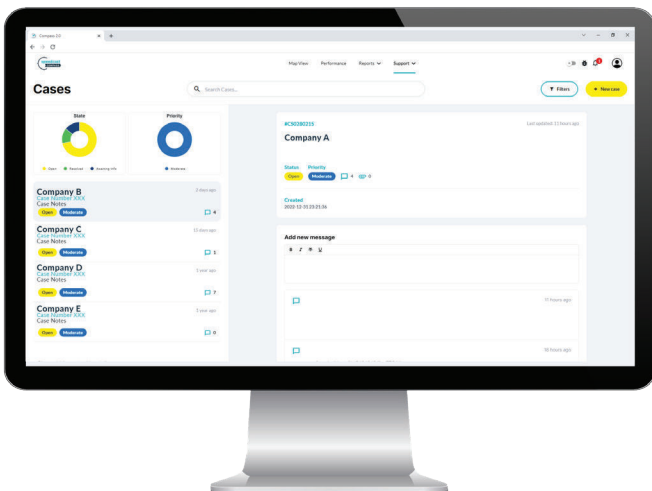
CASE MANAGEMENT

- Create, track and manage cases
- Ability to update and interact with active cases
- Ticketing visibility/interaction with Support
- Case management visibility amongst operations staff
- Automated notifications as case progresses
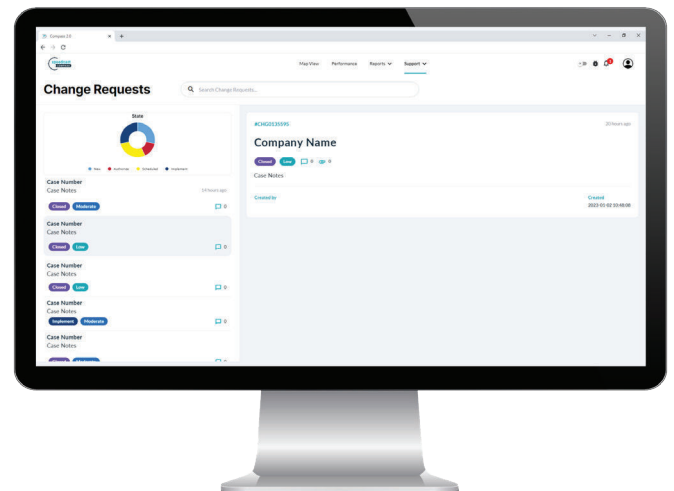
SERVICE CHANGE OVERVIEW

- View active change records
- Track change requests
- Visibility to historical, current and future service change schedule