



# ISN

Information Technology  
for the Energy Industry

Solution Sheet

## Managed VSAT Solutions

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### Benefits

Our VSAT consultancy can help you:

- Define a strategy for your VSAT field site communications infrastructure.
- Achieve on-going VSAT savings in excess of 30%.
- Obtain better market awareness of the VSAT options available.
- Collaborate VSAT connections with existing corporate IT infrastructure.
- Save on your on-going VSAT connectivity costs and call charges.
- Achieve an end-to-end managed VSAT solution aligned with your requirements as operator.
- Develop a relationship with an IT and comms specialist in the oil and gas industry.

### Gain more value from VSAT services

#### How do ISN provide better VSAT for oil and gas?

We know how to overcome the technical barriers that typically prevent a shared infrastructure approach. ISN has detailed knowledge of how to get the best from both VSAT service providers and the VSAT connection itself, through its extensive experience of working and managing VSAT supplier providers, coupled with its advanced optimisation knowledge that improves bandwidth utilisation.

We evolve field site VSAT communications from restrictive, asset-based infrastructure to multi-asset, shared infrastructure in order to simplify management; improve service quality; and create dramatic cost savings in excess of 30%.

Our VSAT capabilities include a range of services that ensure expert help with everything from provider selection to on-going monitoring, management and support of your VSAT connections.

The service is perfect for operators with limited in-house expertise or limited time.



### The Challenge

Upstream operators and their IT departments are under pressure to ensure that the personnel working at the well site have the services they need to make decisions quicker and their lives easier. Getting the best connectivity in difficult locations is complex, be that less developed parts of the world like Africa and South America or offshore drilling rigs. If an asset can't be connected via a cable, fibre or terrestrial radio link then VSAT is the only option to provide your rig, vessel or site with the services it requires.

Whilst the cost of a single VSAT connection is negligible in the overall cost of a drilling campaign, the repercussions of inadequate communications and connectivity are not. If poor or unreliable links delay a drilling campaign then the cost impact of this can be huge. Similarly, crew welfare issues caused by poor communications can detrimentally affect well site productivity. What is more, operators responsible for multiple assets frequently suffer these challenges many times over, significantly magnifying both direct and indirect costs.

The need and urgency of VSAT communications, as well as in-house budgeting also means services are often provisioned by asset which for many operators leads to multiple independent communication infrastructures therefore making for complex management and duplicate cost.

Ultimately, ISN is driven by the desire to:

- Help you take a more strategic view of your field site VSAT communications infrastructure.
- Demystify the issues of VSAT service provision.
- Align VSAT deployments with corporate infrastructure strategy.
- Help obtain the best costs for the operator.
- Manage VSAT providers better.
- Ensure that service costs are kept in view and under control.
- Use every bit of available bandwidth.
- Consolidate multiple VSAT services.
- Deliver the best service possible to the drilling team.

Real life examples ISN has encountered that could easily have been avoided through better VSAT service management:

- Managing multiple independent earth stations and associated infrastructure tethered to individual assets.
- Internal telecoms or IT staff simply not having enough time to scour the market place for the best solution and best deal.
- Operators paying twice as much for a service as they should.
- Operators always using the same service provider and solution no matter where the system will be used.
- Operators being charged high per minute call charges for voice breakout.
- Not making use of the technology available to deliver the best service.
- Poor VSAT performance because the service provider is not being managed effectively.



## The Solution

There are alternatives. With more than 20 years' experience working with VSAT providers across the globe and expert knowledge of the technologies used today, ISN helps oil and gas customers achieve better performance from their VSAT communications by:

### 1. Building the blueprint

Taking time to examine the infrastructure you have in place currently versus the desired future-state is essential. We will demonstrate how the infrastructure could be consolidated and better shared across assets, propose technical innovation that will overcome the barriers you face and give insight into the commercial advantages of potentially sharing infrastructure.

### 2. Designing the system

We know what makes a great VSAT service. It starts with understanding what you need to achieve from the connection, the services you want to share over it and where it will be delivered in the world. We put all our expertise into working to ensure that you have the best solution to take to the VSAT providers and negotiate the best contract for the service.

### 3. Choosing the best provider

Deciding on a provider to procure your VSAT service can be a challenging process. We can help you undertake the tendering process for selecting the VSAT vendor. We support you with everything from writing the scope of work to evaluating and awarding the contract. We make sure that the providers are ready to think creatively about their services and their commercials. With our experience we can also help source services locally in-country, not only reducing cost but making for better incident resolution should issues occur.

### 4. Managing your provider

Whether you are mid contract or embarking on a new agreement, we make sure your provider delivers what they promise, helping to maintain a consistent, reliable service.

### 5. Optimising your connection

Through the use of advanced optimisation technologies like compression, caching and prioritisation we improve bandwidth utilisation to create dramatic improvements in performance across your VSAT link, even where low-bandwidth connections exist. Likewise, we can also manage your link by remotely, detecting potential issues or faults and then mobilising the right people to fix things fast in the event of an incident.

### 6. Supporting your users

Finally, we can also remotely manage the users and equipment on site, to ensure they get the best experience via the VSAT link, and using our own service desk we can act as the front-line for issue resolution should problems arise.

## How does it work?

In our experience the best gains in service and cost saving are always achieved when a strategic view of your VSAT field site communications infrastructure is taken first. However, depending on your individual circumstances, you can choose the components of our VSAT consultancy service that best meet your specific challenges. Alternatively, allow us to take complete ownership of your VSAT service to ensure you always have the best possible solution in place.

Whichever route you choose, to achieve improvements in your VSAT service, it needs regular maintenance, management and continual optimisation. Through detailed analysis of your network, we take responsibility for both the technical and commercial performance of your VSAT.

Consider us your VSAT specialist, appointed by your IT department. Aligned with your goals as the operator, we are motivated to make sure you have the best possible field site communications strategy, we get the best performance from your VSAT service at the best price.



### ISN's experience in action

- Defined a comprehensive strategy and infrastructure blueprint for a major operator that will deliver 40% cost savings over three years compared to existing service arrangements.
- Designed, installed and currently operate a centralised, global VSAT drilling system for a major operator. This system is extendable to a large number of installations worldwide and aims to commoditise the VSAT services and recognise that the value is in how traffic is managed, engineered and optimised on a daily basis.
- Currently designing, centralising (with the aim of operating) a global VSAT drilling system for another well-known operator.
- Reduced an operator's rig call charges by over 50%.
- Saved an operator \$500K on a three year agreement by going through a closed bid process with multiple VSAT providers.
- Extensive VSAT experience across the globe.

### Challenge us!

Let us take a look at your field site communications infrastructure. Regardless of whether you are simply looking for a new VSAT provider, are in flight with an existing VSAT project or need to find a better way of delivering these services, we are confident we can help shape your strategy, save money and improve performance.

### Who we work with



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### About ISN

ISN deliver IT and Communication services, solutions and consultancy to the Energy Industry. From complete outsourcing and managed service contracts, to strategy development and bespoke implementation projects, we enable our clients to operate effectively and efficiently in remote and challenging environments across the globe. Through our technical expertise, knowledge of current technologies and experience of the Energy Industry, we help our clients satisfy their operational needs and achieve their business goals.