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FROM CHALLENGING LANDSCAPES TO REMOTE OPERATIONS: UNDERSTANDING MANAGED SATELLITE CONNECTIVITY

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Managed satellite connectivity is the backbone of thousands of remote operations and projects, enabling seamless access to vital information and systems, **even in the most challenging environments**. For teams in isolated locations, this means staying connected, maintaining critical systems, and accessing real-time data without interruptions.

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For those in metropolitan CBD offices, connectivity is taken for granted. But for isolated and challenging project sites, the lack of traditional IT infrastructure demands a unique solution: **satellite connectivity**.

Our solutions ensure your remote operations mirror the reliability and efficiency of standard urban connections, delivering far more than just internet access.

To achieve a custom solution, Orion combines **LEO**, **GEO** and **Multi-Orbit** technology.

Orion's managed connectivity uses **LEO and GEO** technologies to deliver **fast, reliable coverage** across half the globe. Backed by leading partners and the Horizon platform, it ensures **seamless integration** and **expert support** for remote operations.

MANAGED SATELLITE CONNECTIVITY ALSO PROVIDES:

- CONNECTIVITY TO YOUR OFFICE HEADQUARTERS
- ACCESS TO ALL YOUR CORPORATE APPLICATIONS
- ROAMING SERVICE FOR MOBILE PHONE COVERAGE
- STREAMING CAPABILITIES
- VIDEO CONFERENCE CAPABILITIES

For over 20 years, Orion has connected thousands of regional and remote businesses in Australia, enabling them to thrive in remote environments.

Our success stems from strong partnerships with leading LEO providers like **OneWeb** and Vocus Satellite - **Starlink**, as well as our innovative **Horizon management platform**.

Horizon offers **real-time monitoring**, **seamless control**, and **powerful insights**, supported by our expert team and industry experience.

By combining advanced satellite technology with tailored service, Orion delivers **unmatched productivity, mobility, and efficiency** wherever it's needed.

CHOOSING YOUR MANAGED SATELLITE CONNECTIVITY PROVIDER

There are a lot of moving parts when it comes to remote projects and operations, and understanding how they all work together and evolve over time is challenging. But, if you identify a partner who understands this and caters to it, you are likely to have a more positive connectivity experience.

It is important to get a clear understanding of how your provider operates and how flexible their solutions are. If you feel like you are being offered a 'one-size-fits-all' service, it might be worth looking at other options.

THE QUESTIONS YOU SHOULD BE ASKING

There are several questions that prospective providers should ask when scoping any projects. These include:

• **When do you need the connection?** When looking at your solution, it is important to discuss implementation timings as well as the technology. The more notice you can give to a provider, the more time they will have to consider and plan a best fit solution. This is important as it can have a knock-on effect in terms of cost efficiency.

• **How important is the connection?** A good provider will want to know how the link is going to be used. Will it be your primary connection, or part of your disaster recovery plan? What consequences do you face in the event of downtime and have you considered how to mitigate these?

• **What about bandwidth?** The lifecycle of your project could see usage go up and down. A good provider will understand that no two projects are the same and should offer a solution that can adapt to fluctuations. Failure to offer this kind of flexibility can result in significant cost increases, so be wary of any rigid proposals.

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PITFALLS
TO AVOID

DON'T LEAVE IT TO THE LAST MINUTE!

The more notice you can provide, the more likely it will be that you end up with a cost-effective solution. If your timelines force you to move quickly, be sure to plan a review once things settle down.

SET YOUR BUDGET BASED ON YOUR NEEDS (DON'T FIT THE SOLUTION TO A FIXED BUDGET).

Your satellite connectivity budget should be based on the bandwidth and hardware that you need. By trying to do this backwards, you can end up under investing in a solution that cannot cater to your requirements and will result in frustration, reduced productivity, and possibly having to go back to the drawing board anyway.

REVIEW YOUR SOLUTIONS REGULARLY

Satellite communication is a rapidly changing industry. Remember you shouldn't have to wait until your contract ends to review your costs.

RIGID, FIXED PRICE OFFERINGS RESULTING IN OVERSPENDING

Flexibility is integral when connecting a remote or regional organisation. If you feel like you are being offered a rigid solution that can't evolve with your project, that is a red flag!
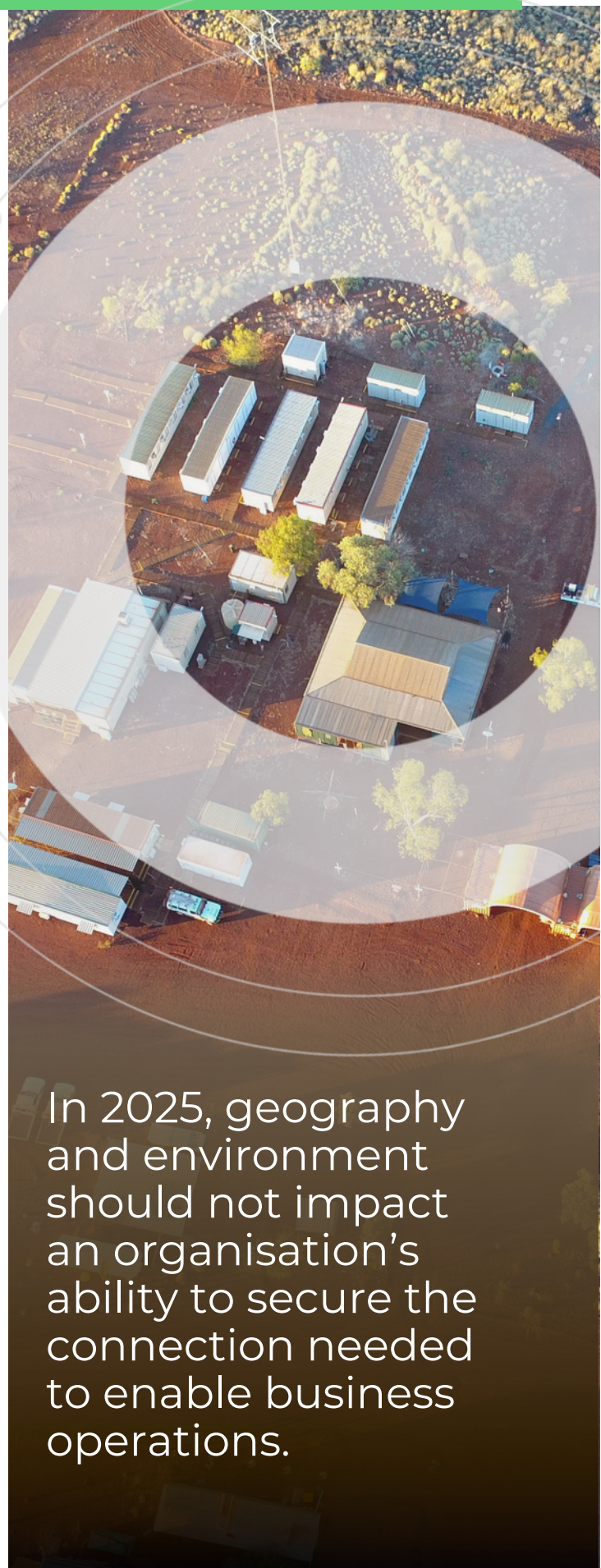
In 2025, geography and environment should not impact an organisation's ability to secure the connection needed to enable business operations.

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WHAT DOES THE PROCESS OF GETTING CONNECTED INVOLVE?

Having identified that your mining organisation requires managed satellite connectivity, the next step is to begin the process of implementing the connection. This is typically done via the following steps:

Step 1: Contact Orion to discuss your project requirements with an experienced Solutions Manager. Providing detailed service and support requirements including any specific SLAs will allow Orion to understand the situation and propose the most suitable solution.

Step 2: The Solutions Manager will liaise with Orion Engineers to scope the project and identify the solution to meet your requirements. The Engineers will also provide a refined timeline based on the work involved.

Step 3: Orion will provide a formal solution proposal for review and acceptance. Once the proposal is accepted, Orion will begin service delivery with one of our solution experts.

Step 4: With service delivery underway, Orion will begin sourcing the necessary equipment required to enable managed satellite connectivity.

Different sites require different technology to access satellite connectivity. Some simple projects require minimal hardware whilst more complex project sites, such as a ship, may require specialised hardware to access the connection. These variables will have an impact on the budget and delivery timeline of implementing your geo-remote connection.

Step 5: With your solution delivered and installed, Orion engineers can activate the geo-remote connection.

Step 6: Once the managed connection is active, the Orion team will assume a monitoring and support role based on the agreed SLAs.

Step 7: Your Solutions Manager will continue to be your contact throughout. They will provide ongoing support and reporting based upon your SLAs.

How long does the process take? Connection timeframes depend on certain variables but can be completed in less than a month. More complex solutions that require special hardware can take up to eight weeks. Engineers will provide a clear timeline as part of any formal solutions proposal.

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MANAGED SATELLITE CONNECTIVITY WITH HORIZON

Horizon, Orion's award-winning connectivity management solution, puts you in control of your satellite services. With **real-time monitoring**, you can track bandwidth usage across all your sites anytime. Horizon's Gateway Device efficiently combines edge services, enabling seamless bandwidth expansion or resilient disaster recovery setups for unmatched reliability in demanding conditions. You'll also gain **full cost and usage transparency**, avoiding unnecessary expenses.

More than a portal, Horizon centralises connectivity data, providing **powerful reporting and insights**. Run reports, troubleshoot issues, and **access support** easily, whether through ticketing, the knowledge centre, or your Account Manager.

Designed with customer feedback, Horizon simplifies service delivery, maximising your satellite connectivity investment.

SERVICE MONITORING & MANAGEMENT
Monitor your service with real-time displays and track data consumption over time, including which applications are using it. Create custom dashboards for a comprehensive view of your sites, ensuring each one receives the bandwidth it needs.

SD-WAN BONDING & FAILOVER
The Horizon Gateway Device seamlessly integrates edge devices, bonding multiple services for more bandwidth or configuring active/standby setups for disaster recovery—ensuring reliable connectivity and peak performance, even in critical scenarios.

BYO CONNECTION
You don't need to buy your connectivity from us to benefit from Horizon. Our customisable portal supports services from multiple providers, offering seamless integration, transparency, and control across networks—tailored to your needs.

ACCESS SUPPORT AND EDUCATION
Get the most from your service and maintain productivity with our easy-to-use online knowledge base. Access FAQs, browse 'how-to' guides, contact support, raise a ticket, or reach out to your Account Manager—all in one place.

"We regularly run projects that require varying amounts of bandwidth. Horizon enables us to pay for the connectivity we need and use and to adjust it as we wish. It's impressive and I definitely haven't seen or heard of anyone being able to offer the same flexibility and service."

Katrina-Lee O'Brien, Owner, THEM Earthmoving

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WHY CHOOSE ORION?

At Orion, we strive to be the best satellite and connectivity technology provider in Australia & New Zealand. We focus on delivering connectivity via a local, personable and approachable team, backed by global infrastructure and innovation.

Orion is a division of IPA Group also known as IPSTAR Australia, specialising in satellite services and different types of satellite communication.

From start to finish, every project we work on is delivered by Orion staff and products, resulting in a quick and seamless process. As part of the IPA Group, and through our global Thaicom network, we have over $3.5 billion dollars of assets in space, showing our commitment to being the foremost provider of satellite services in the Southern Hemisphere.

As well as our local experts, we have access to an extensive directory of satellite experts. Avoid frustrating call centres and talk directly with our friendly experts when you need to.

"We really needed a stable and reliable link. Orion had already provided connection for five remote sites and as our MSP, had a very strong understanding of the API operational infrastructure. This led to them tailoring the high speed, high availability SD-WAN solution,"

– Ian Plant, ICT Coordinator, API Management.

Let's connect. Contact Orion today to find out more about our managed connectivity solutions.
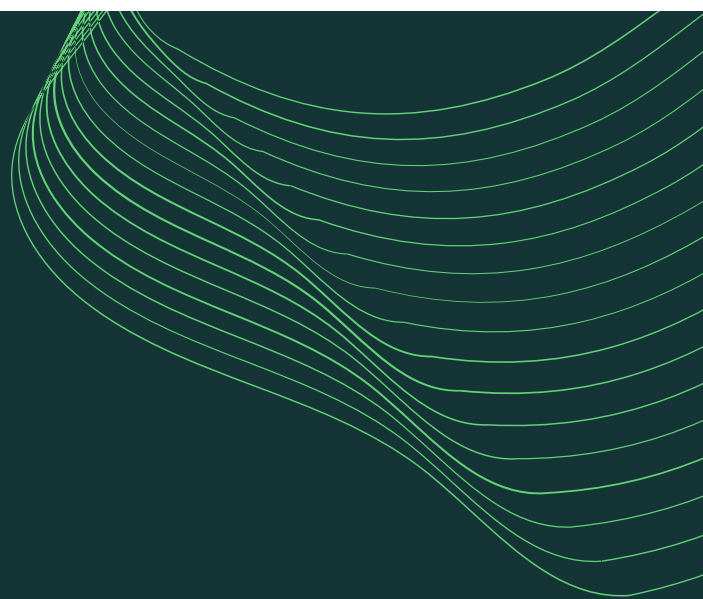
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