Satellite Customer Service Team (SATCOM CST)

Who We Are: Small, Medium and Large Aperture, fixed and mobile SATCOM Experts (C, X, Ka, Ku) ready to install, troubleshoot, repair, and train client systems. Also excel at solutioning, product development, technical engineering and lifecycle management.

Where We Go: where you are.

When We Go: As quickly as you need us or on a fixed schedule for routine maintenance.

Why Us – A proven track record of 0% to 100% Mission Capable. Our skills, attention to detail and reach back equal your success.

Credentials:
- 110+ yrs combined military & civilian SATCOM terminal experience
- SATCOM M and C Product Development
- Certified Satellite Controllers (ASI 1C Instructor)
- Station Chief and Facilities Management experience
- Certified military trainers

"We went from approximately (1) operational STT’s.. to 12 FMC STTs for the company in a short time frame. Your team also brought up (2) Phoenixes.. Without your team would not have FMC equipment and would possibly fail a mission in Europe. This is the first time in probably 3-4 years that a Phoenix is operational in the unit."

– Senior Army Leader preparing to deploy for Defender 2020

IDirect Commercial Suites
TELEPORT, STEP, RHN, DKET, UHST, STT, T2C2, SMART-T, Phoenix, microVSAT, SNAP and other Heavy SATCOM Terminals

NC/Hub Network Management:
iDirect – (Hub/DLC’s) and remote terminals
ViaSat - Linkway (NCC/MRT) and remote terminals, EBEM
L3- NCW (MPM family)

On Site Support: Able to quickly assess existing commercial and military satellite terminals from both operational/mission readiness and mission capability perspectives.

Highly skilled with test equipment: spectrum analyzers, oscilloscopes, network and coaxial cable testers, multi-meters, fiber optics test sets.

Lead or support coordination and fault remediation with NOC’s, satellite controllers and support centers in both commercial and military SATCOM environments.

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