

BGAN Support and Maintenance Services

Product Sheet

Support tailored to terminal developers needs

Developers of BGAN terminals benefit from using GateHouse BGAN Protocol Stack (BPS) and BGAN Application Framework (BAF) for developing reliable and functional products in a timely manner. BPS is a generic product used by a community of terminal developer's which means that all developers benefits from a highly mature product that is continuously improved under a common Support and Maintenance service.



However, BPS must continuously be maintained and adapted according to Inmarsat's requirements and the operational experiences gained by the users. Therefore, GateHouse now offers a whole package of services to meet the individual needs of our customers in a modular fashion as shown below.

BASIC BPS Support & Maintenance

The mandatory Basic BPS Support and Maintenance (BBSM) covers the continued maintenance of the baseline BGAN software including all mandatory SDM changes and updates for defects reported and requested by customers. This also includes problem analysis and resolution, general enhancement and updates e.g. relating to changes in the BGAN network configuration.

This service includes maintenance releases every six months available on the customers target platform if required. BBSM is a cost effective yet highly responsive support service for all terminal developers that gives access to the latest and greatest version of BPS on the customer target platform.

Customer repository specific S&M

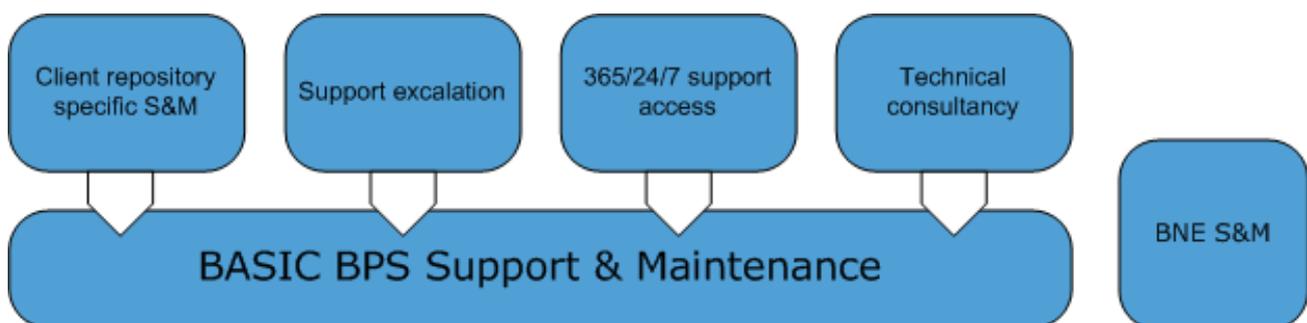
The mandatory and generic BBSM service can be combined with an optional customer repository specific service where one or more customer repositories of BGAN software are maintained. This allows the customer to have full control on changes of this branch by selection of patches from baseline releases or customer specific enhancements.

The release schedule is tailored to customer needs, typically including 4 annual releases. This service is an add-on to the basic service.

Support escalation

If serious issues are discovered by the customer that requires changes to the agreed release scheduled, it is possible to give these issues priority by means of the Support

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escalation service. This means that customer can escalate the effort used by GateHouse on specific issues which may typically result in an earlier than scheduled release.

The Support escalation service is an add-on to the basic service.

365/7/24 support

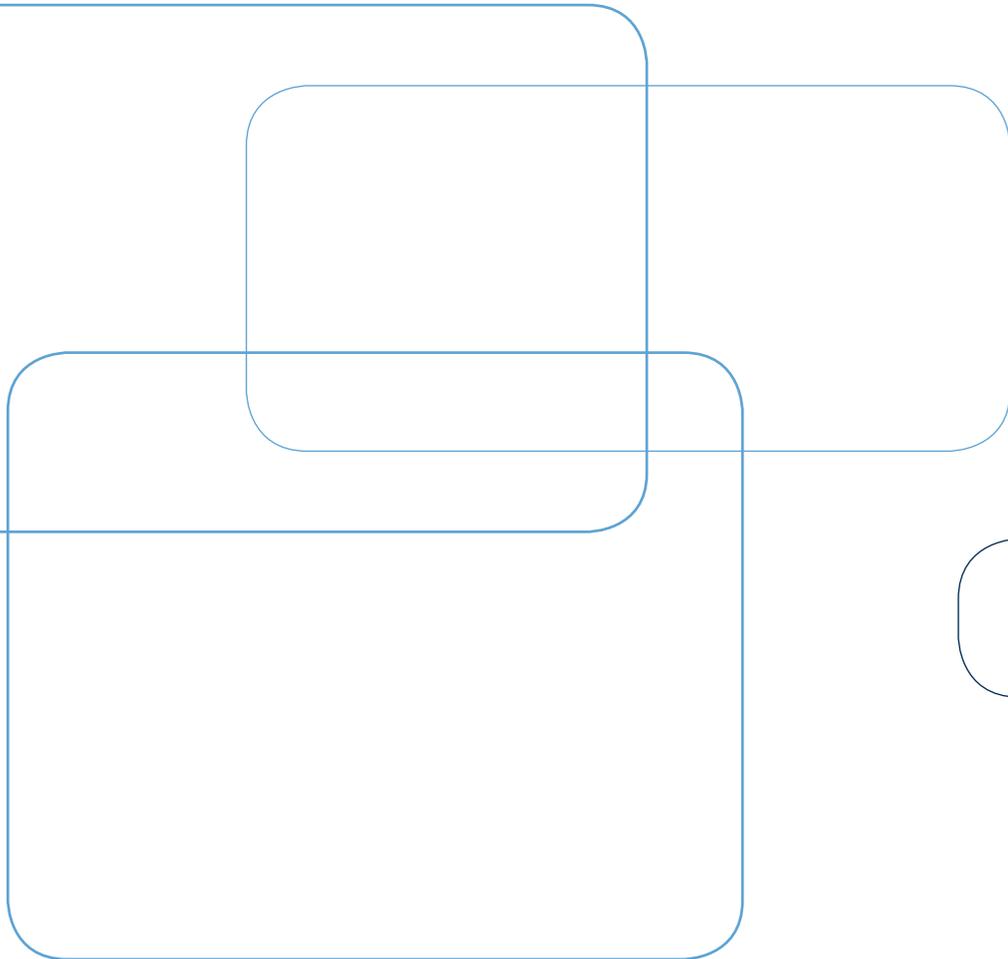
As standard GateHouse BGAN Support and Maintenance Services is carried out during normal working hours. However, our customers have the possibility to procure a 365/7/24 support & maintenance service as an add-on to the basis service.

Technical consultancy

This contains various consultancy services that the customer can make use of when appropriate like on-site support, specific test campaigns etc.

BNE S&M

For terminal developers who are using BNE or plan to use BNE, it is now possible to include BNE Support and Maintenance together with BPS and BAF in one single agreement.



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