![SD satcom direct logo]

PRODUCTS &
SERVICES

Connecting You Beyond All Expectations

Satcom Direct synchronizes your entire flight operation with premium in-flight connectivity, innovative system solutions, and dynamic data management.

15
Worldwide
Office Locations

At Satcom Direct, the spirit of innovation is both our heritage and our future. We have worked since our inception in 1997 to provide solutions and advance the technology of connectivity, making us the first in the marketplace to deliver numerous advancements and capabilities.

Our patented Global One Number (GON) simplified calling to an aircraft in-flight, and our 21st century innovations continue the revolution, making smartphones and computers operate with the same reliability and speed in the air as on the ground, anywhere in the world. Our next generation of services help to synchronize the aircraft with the flight department and connect the entire flight operation. Our technologies provide an integrated connectivity platform like nothing else in the industry.

We listen, and we deliver. We've been Satcom Direct since 1997, and now we're even more. We invite you to be part of the SD evolution.

SATCOM DIRECT DIVISIONS

Business Aviation
Leading provider of fully integrated, end-to-end global satellite communications solutions.

Land Mobile
Improve operational safety, efficiency, and resilience where terrestrial services are not reliable or available.

Government
Delivering secure, assured global access to the networks, applications, and data that are critical to your mission. Wherever and whenever it happens.

Infrastructure
Providing highly secure, reliable global access to the networks, applications, and data that are critical to your business. With infrastructure services that are always available, always secure, and always flexible.

TIP TO TAIL TO TARMAC
THE SD ADVANTAGE

In the air and on the ground, SD's innovative technologies keep your entire flight operation connected to what matters most - from pre-flight to post-flight and beyond.

Connectivity

Not all networks are created equal. Once we understand your mission, travel patterns, desired capabilities, and budget, we can then build your custom, fully-integrated solution.

Software

With SD Pro® , your pre-flight planning activities are streamlined with efficiency and ease. Saving your flight department time and effort, our proactive, integrated solutions reduce risk and potentially save you money as well - all in one seamless, connected experience.

Hardware

SD Hardware components offer a modular approach to connectivity without compromising data integrity. Our Plane Simple Antenna Systems and SDR® Series of routers unlock valuable data that ensure your mission is completed without a hitch.

Infrastructure

Our mission is to provide highly secure, reliable global access to the networks, communications, applications and data that are critical to your business. With infrastructure services that are always available, always secure and always flexible.

Data

Beyond protecting your data with our proprietary software and secure infrastructure; SD unlocks valuable metrics into your operation. Our software helps with mission critical decisions, while our Network Operations Center (NOC) proactively avoids outages.

Synchronization

Every mission is unique, but what they all have in common is the necessity for clear, concise communication. SD synchronizes operational and communication data to provide your team with wholistic insights to complete the mission at hand.

SD CONNECTIVITY
SOLUTIONS FOR EVERY NEED & SPEED

SD makes it easy to meet capability, coverage and budget requirements. The SD team will evaluate the unique customer needs to recommend a tailored solution that will provide the optimal passenger and crew experience.

Activity	NETWORKS, COVERAGE & MAX DOWNLOAD SPEED					
	Intelsat FlexExec* Worldwide	Iridium Global	Inmarsat SwiftBroadband** Worldwide	Viasat 90% Worldwide	Inmarsat JetConneX* Worldwide	OneWeb*** Worldwide
	15 Mbps	2.4 Kbps	432 Kbps	6 Mbps	20 Mbps	195 Mbps
Network	**Ku-Band HTS**	**L-Band**	**L-Band**	**Ku-Band**	**Ka-Band**	**LEO Ku-band**
IN THE CABIN						
Make a call	✓	✓	✓	✓	✓	✓
Teleconference	✓		✓	✓	✓	✓
Send a text	✓	✓	✓	✓	✓	✓
Video conference	✓				✓	✓
Web Browsing	✓		✓	✓	✓	✓
Streaming standard-definition Content	✓		✓	✓	✓	✓
Streaming high-definition Content	✓			✓	✓	✓
IN THE FLIGHT DECK						
Make a call	✓	✓	✓	✓	✓	✓
Get weather updates	✓		✓	✓	✓	✓
Safety services communications		✓	✓			
Text-based communications (Fans-1/A)		✓	✓			
EFB tasks (DAL E)	✓		✓	✓	✓	✓

* speeds increasing in 2024
** per channel
*** coming Q4 2023

SD FLIGHTDECK FREEDOM®

Fully compatible with all avionics and airframe manufacturers, this flight deck communications service provides secure, cost-effective data link communications. SD FlightDeck Freedom (FDF) integrated with the ARINC datalink network, provides ACARS and safety services communications, automated alerts for hazards and security related threats, and it connects to the leading trip planning services. FDF is the only data link service to integrate flight deck and cabin communications.

FDF subscriptions include access to the FDF portal, which allows you to manage FDF datalink functions. FDF offers powerful data capture capabilities, including movement data and fuel indications, making SD services such as SD Pro® and SD PreFlight work even better.

SD GeoServices provide a range of services from automated monitoring and notifications of potentially hazardous situations to geofencing and security alerts—available with FlightDeck Freedom.

TELEMEDICINE

SD works together with Aircare International to provide our customers with an affordable, comprehensive medical program that includes 24/7 world-wide tele-medical and tele-support services. SD's FlightDeck Freedom® datalink service enables the Aircare International team to track your aircraft in real time, prepare for emergency situations that may occur along your route of flight, and contact the aircraft via text message or voice.

MOBILE APP FOR THE CABIN

SD Cabin App: Combines key information for passengers and crew, all in one easy to use application. Passengers can stay up to date with real-time flight details including flight tracking with a moving map, flight time, ETA, destination weather and more. Switch to advanced mode and flight crew can manage the network and troubleshoot onboard systems.
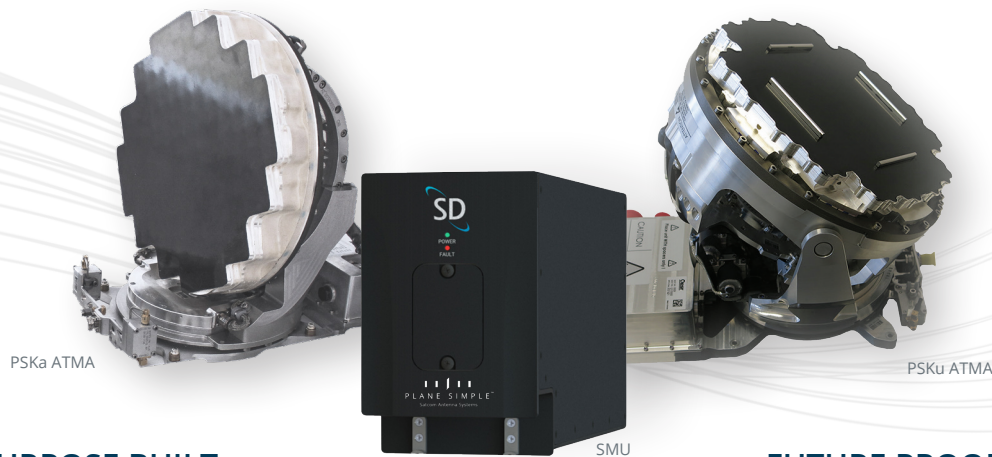

ALWAYS CONNECTED

PLANE SIMPLE ANTENNA SERIES
UNLOCKING YOUR AIRPLANE'S FULL POTENTIAL

The SD Plane Simple® Antenna Series enables broadband inflight connectivity services over the Inmarsat Jet ConneX Ka network and the Intelsat FlexExec Ku network.

The advanced tail mount terminal design features only two Line Replaceable Units (LRUs), simplifying installation and configuration requirements while providing a seamless and cost-effective transition path as technology advances.

As an SD-manufactured product, the Plane Simple Tail Mount Terminal also allows for advanced support and troubleshooting by the SD support team, improving the overall connectivity experience.

PSKa ATMA

SMU

PSKu ATMA

PURPOSE BUILT

SIMPLIFIED DESIGN

FUTURE PROOF

SMU - SD Modem Unit Plane Simple Ka Advanced Tail Mount Antenna	LRUs (Only 2)	SMU - SD Modem Unit Plane Simple Ku Advanced Tail Mount Antenna
14.82in x 13.28in (376.35mm x 337.31mm)	Size	14.82in x 13.28in (376.35mm x 337.31mm)
26.5 lbs (12.02 kg) Max	Weight (On Tail)	26.5 lbs (12.02 kg) Max
Inmarsat	Jet ConneX (Ka)	Network	Intelsat	FlexExec (Ku)
20 Mbps (Down) / 2.7 Mbps (Up)	Max Speed*	15 Mbps (Down) / 2.0 Mbps (Up)
Upload and download speeds	Differentiator	Ku plan flexibility

* Inmarsat Jet Connex and Intelsat FlexExec networks speeds to increase in the near future

Dual Dissimilar

The SD Plane Simple® Antenna Series facilitate Dual Dissimilar connectivity, giving customers access to multi-orbit, high speed data networks and provides full linear redundancy from both an avionics and network perspective.

SCAN HERE
TO VIEW
STCs AWARDED

SD AVIONICS
THE BACKBONE OF TODAY'S CONNECTED AIRCRAFT

SDR® Series: More capability and power to users than any other aircraft router system

The SDR and SDR Gateway are the right selection for today's connected aircraft. Advanced SDR technology allows for unique customization of the onboard network, so you can tailor your network for your connectivity needs. The SDR also interfaces with avionics systems to help monitor operations.

SDR FEATURES

3G, 4G and LTE
Cost-effective GSM connectivity while on the ground

Iridium
The SDR Gateway supports dual Iridium channels

PBX
VoIP-based telephony capabilities

Satellite Ready
Supports all satellite-based connections

SkyTicket
Flexible billing of individual onboard data usage to allow cost allocation by device via operator billing or direct purchase

Traffic application shaping
The ability to dedicate bandwidth to prioritize certain application types, like streaming, to enhance the user experience

VRRP
Virtual router redundancy protocol to allow an automatic backup system in case of a failure

SD HUB SERIES
FASTEST, SMALLEST, MOST EFFICIENT ROUTERS AVAILABLE

The SD Hubs are powerful and flexible connectivity platforms. The Wifi Hub 2.0 and LTE Hub both meet the needs of small to mid-range aircraft looking for a single bearer SATCOM router, and can also pair with the SDR Series Routers for extended capabilities. These platforms enable robust connectivity, extending Wi-Fi coverage to support high definition media products and applications, eliminating buffering and cabin coverage gaps.

SD DLU SERIES
SD FANS-1/A DATA LINK UNIT (DLU)

Simplifies pilot to controller communication, reduces communications errors and increases efficiency in congested airspace. It pairs with our FDF application and is the only FANS (Future Air Navigation System) over Iridium system with FAA TSO-C159c certification.

SD INFRASTRUCTURE

THE MOST SECURE NETWORK IN THE INDUSTRY

The security, reliability, and performance of your satellite communications solution depends as much on the ground network as it does on the satellite link. At Satcom Direct, we've made considerable investment in our own infrastructure to deliver a better user experience than other providers over exactly the same satellite network.

Our wholly-owned Data Center and Points of Presence are all interconnected by a fully redundant private network over terrestrial and satellite links. Our infrastructure runs on automated, redundant power sources for 100% uptime.
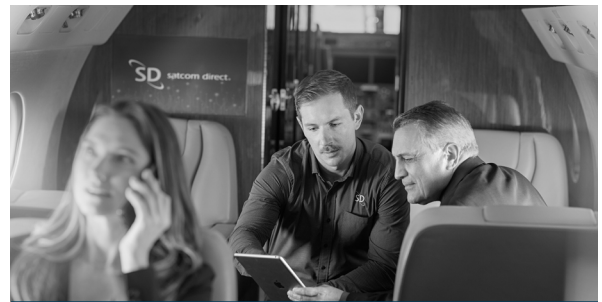
We provide 24/365 onsite network and service monitoring and support from our Network Operating Center based at our Melbourne headquarters.

This ensures we deliver end-to-end, secure global connectivity at the highest quality of service for the optimal user experience.

Network discovery

A simple, 12-question self-assessment followed by a free, no-obligation phone consultation with SD's cybersecurity team.

Security risk assessment

After a comprehensive onsite visit to your facility, we provide a full report on the state of your current security practices along with actionable improvement recommendations.

Risk mitigation & threat monitoring

A subscription-based service where we provide real-time in-flight monitoring of your data traffic against a host of potential threats, block them before they ever reach your airplane, and help you identify the root cause.

SD Private Network

The ultimate in aviation cybersecurity, the SD Private Network routes data traffic from your airplane back to your corporate HQ, while remaining encrypted and without ever touching the public internet.

SYNCHRONIZED FLIGHT OPERATIONS

Satcom Direct offers proactive tools that put the information you need at your fingertips. A fully integrated experience gives you the power of efficiency and keeps your team seamlessly in the loop.

SD Pro® Modules

Accessible on desktop, laptop, or mobile device, SD Pro integrates all your management tools and applications on one simple platform.

Dashboard
The dashboard is designed so that each team member can customize their personal dashboard to present them with the modules and information required to perform their duties.
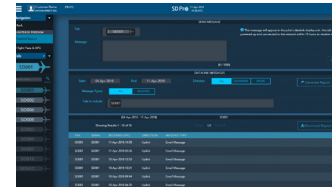

Connectivity
Displays the status of all services, provides usage alerts and notifications, and tracks voice and data usage by month, flight and duration. Downloadable reports for analysis and distribution.
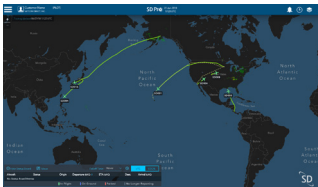

Advanced Connectivity
Forecast flight plans and predict coverage availability wherever you travel in the world so you are always connected. Please contact your SD sales representative for pricing on this premium module.

FlightDeck Freedom®
Access features previously only available in the FDF Portal Application for easier self-service of all configuration items, alerts, messages and notifications. Send messages to the datalink display unit, view and download historical datalink messages. Integrates to third party flight tracking.

SD Flight Tracker
Real-time flight tracking including departures, destinations, ETA, altitude, and speed information. At-a-glance status view shows weather overlays including NEXRAD and worldwide satellite imagery.

SD Hardware
Shows status of the onboard SD Hardware including available networks and connection status as it automatically switches between providers. Tracks device connectivity and usage, also available via the SDR mobile application. SD Hardware is a powerful source of aircraft data, enabling the full functionality of SD Pro.

Maintenance Viewer
View due list feeds from various maintenance providers along with times and cycles for each aircraft. Includes airframe, engine and calendar items in both a multi-aircraft overview or a per aircraft detailed view.
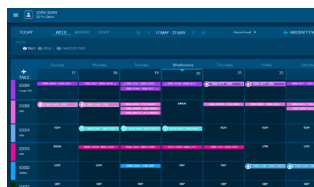

Training
SD Training videos are available to help you develop the advanced skills and knowledge needed to get the most out of your on-board system while providing the best possible experience for your passengers.
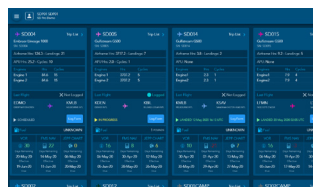

Support
Access 24/7 support team, view the SD Pro Users Guide, support documents, service forms and schedule Entry into Service (EIS) on-site training and technical support.

PreFlight*
Facilitates user scheduled events (fleet & crew), displays primary scheduling data including city pairs, departure/arrival times, FBO information, crew initials and passenger count, all in one single-source calendar view.

SD PostFlight*
Has the ability to auto-capture flight data and cycle events in real-time, reducing manual user input. Provides visibility of flight log information to the entire flight operation. Data capture powered by FlightDeck Freedom® and SD Hardware.

Cyber Threat Monitoring
Real-time view of network security, potential threats, identified incidents and actions SD has taken to protect your data. Please contact your SD sales representative for pricing on this premium module.

*SD Pro PreFlight and PostFlight are separate software

ADVANCED CONNECTIVITY

Advanced Connectivity can help you predict service availability by forecasting coverage based on flight plans. It simultaneously records connectivity quality and status during a flight, providing flight teams a detailed understanding of the connectivity experience associated with various routes. With powerful reporting capabilities and dynamic graphical displays, the Advanced Connectivity module is ideal for managing connectivity – all from the centralized, automated SD Pro dashboard.

CYBER THREAT MONITORING

Cybersecurity is an important topic. Each day, millions of dollars are lost to attacks ranging from malware to phishing schemes to denial of service. Hackers are looking to steal your data, and cybersecurity threats are evolving constantly.

SD offers a variety of enhanced risk mitigation and prevention solutions that include an enterprise firewall, antivirus, intrusion prevention systems, data and URL filtering and proprietary threat intelligence services. You can always feel confident knowing that we are not only monitoring your traffic patterns and identifying any potential threats, but our in house security experts are proactively monitoring your

ENTRY INTO SERVICE
PROFESSIONAL ON SITE INSTRUCTION

SD's Entry into Service (EIS) team offers professional on-site training and support for new and existing customers to ensure the best user experience possible with our products and services.

It begins with a complimentary on-site visit to discuss your upcoming installation. .

Our Technical Solutions Managers oversee seamless delivery of your new service by focusing on the Satcom Direct Router (SDR®) and hardware configuration, SD Pro® data management platform, and SD Infrastructure and Cybersecurity Solutions. We provide user training, troubleshooting, and solution development, so flight department staff are comfortable and confident with SD services on board their aircraft.

SD EIS continues well beyond hands-on training at delivery or system upgrade. We also host Wellness Checks and regularly review usage by each aircraft and associated services, and recommend upgrades or modifications as needed. The customer support team is on hand to troubleshoot problems and train flight department members to prevent future issues.

SD EIS visits can be scheduled at our world class hangar and facility in Melbourne, Florida or our team can come to your site.

TRAINING

SD Training goes beyond educating aircraft personnel on SD products and services. Our courses are designed to enhance the skills and professional development of participants.

SD offers several different certification, training courses and a variety of domestic and international workshops. Our aeroIT certification is the world's first IT certification for aviation. If you aren't looking for an IT certification, we also offer connectivity training geared toward helping aircraft crewmembers gain device knowledge and troubleshoot basic issues or courses designed to provide discussions around trip planning, flight following, debriefing, an reporting between aviation professionals from all facets of the flight department.

Certifications

1 **aeroIT®**

2 **aeroCNCT**

3 **aero|OPS**

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