# Inmarsat

Powering global connectivity

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**inmarsat**
The mobile satellite company
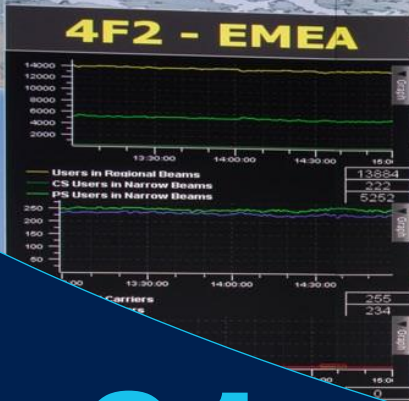
# 01

## Our business

An introduction to Inmarsat

**inmarsat**
The mobile satellite company

# Our business

Mission-critical communications where terrestrial networks are unreliable or don't exist

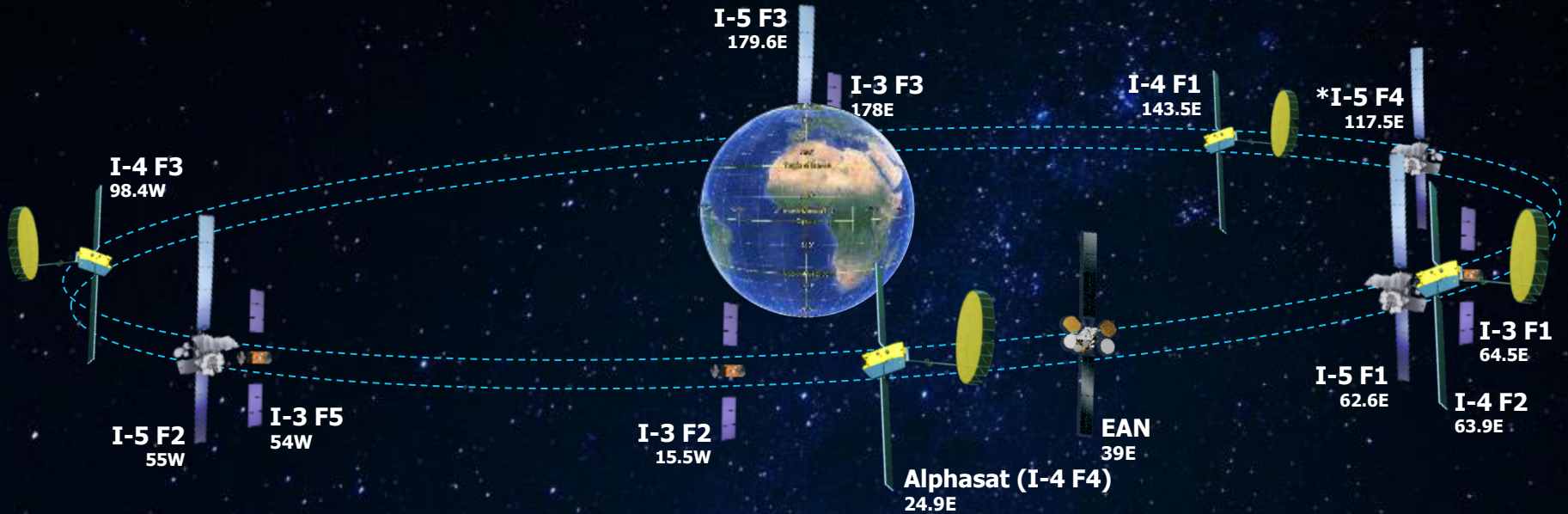# The market leader

## Global mobile satellite communications

> Most versatile, reliable, commercial satellite communications network

> Worldwide coverage

> On land, at sea and in the air

> Widest portfolio of global satellite communications solutions

> Unrivalled expertise in cross-platform mobile and fixed satellite, microwave and wireless technologies

# Inmarsat Fleet

## Geostationary orbit: 35,786km

I-5 F3
179.6E

I-3 F3
178E

I-4 F1
143.5E

*I-5 F4
117.5E

I-4 F3
98.4W

I-3 F1
64.5E

I-5 F1
62.6E

I-4 F2
63.9E

I-5 F2
55W

I-3 F5
54W

I-3 F2
15.5W

Alphasat (I-4 F4)
24.9E

EAN
39E

*The position of I-5 F4 is indicative only

# Our Satellite Access Stations (SAS)

Auckland, New Zealand
Burum, The Netherlands
Fucino, Italy
Lino Lakes, USA
Nemea, Greece
Paumalu, Hawaii, USA
Perth, Australia
Warkworth, New Zealand
Winnipeg, Canada

# Télécoms Sans Frontières (TSF)

Official Partner

**2000**
Inmarsat became the very first official partner of TSF

**400k**
People have been helped through the partnership

**100k**
Free priority humanitarian telephone calls for those affected

**inmarsat**
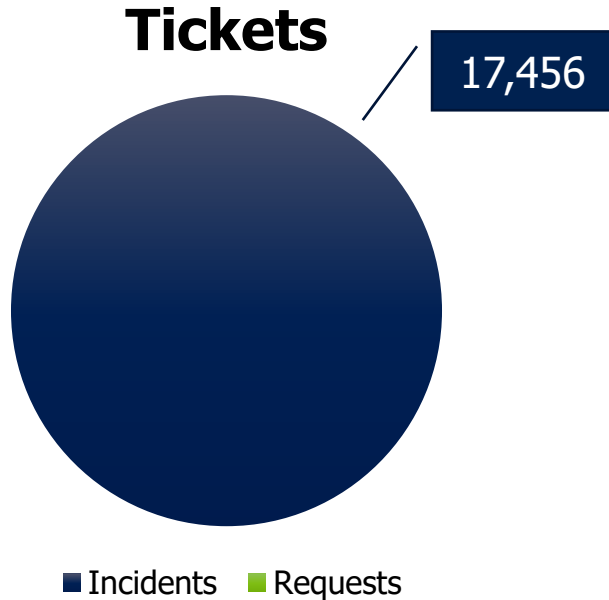The mobile satellite company

# Phase 1

## The brutal reality

> Massive backlog >1,500 unassigned tickets

> Service Desk Morale very low

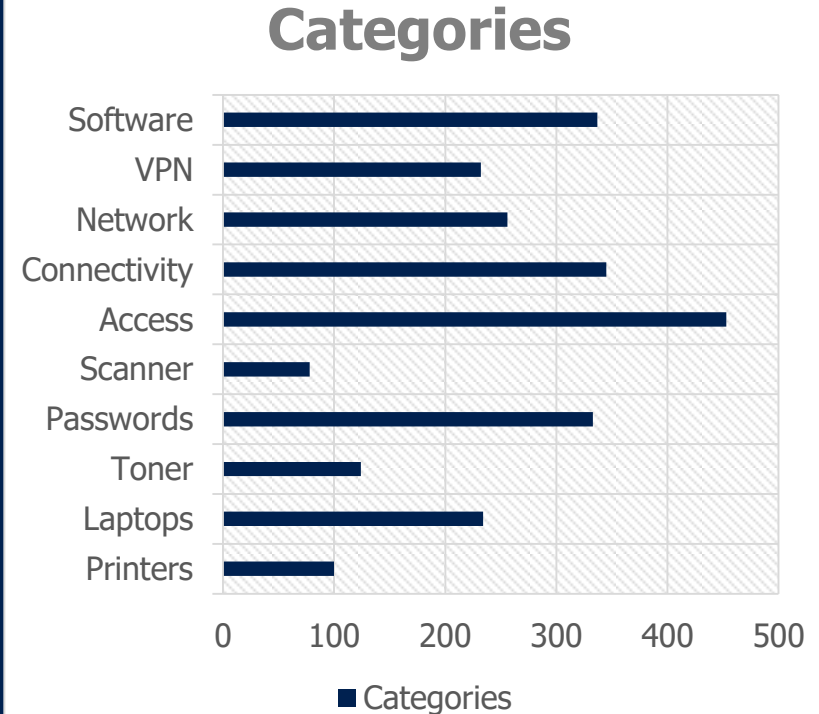> Angry Users

> "Normalised" Users

Customer Satisfaction Low!

# Phase 2

The mistakes made and the things we did right!

- Engaged an MSP to provide additional resources to clear backlog

- Implemented ITIL practices for Incident, Request, Problem and Knowledge
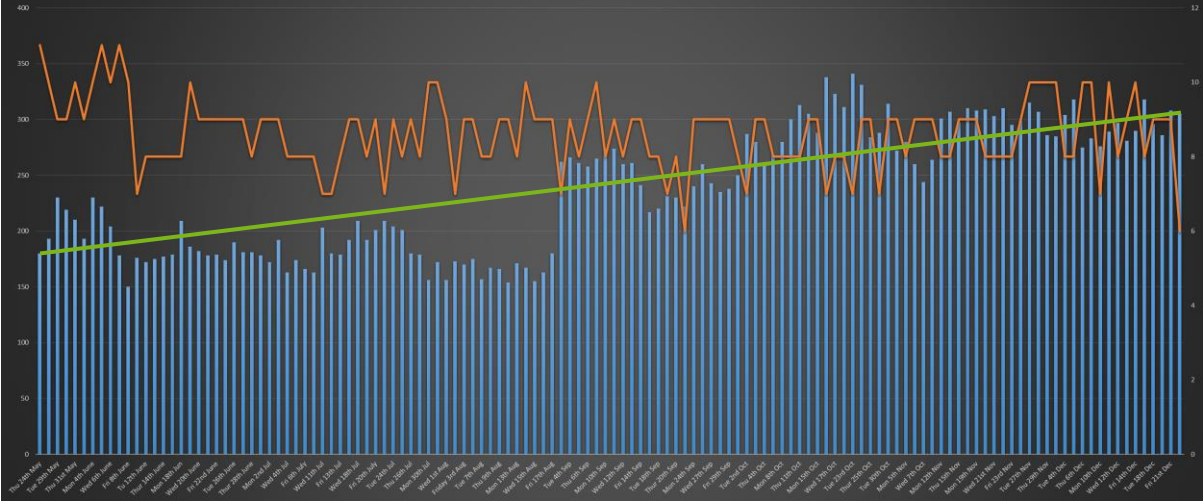
- Simplified our Categories
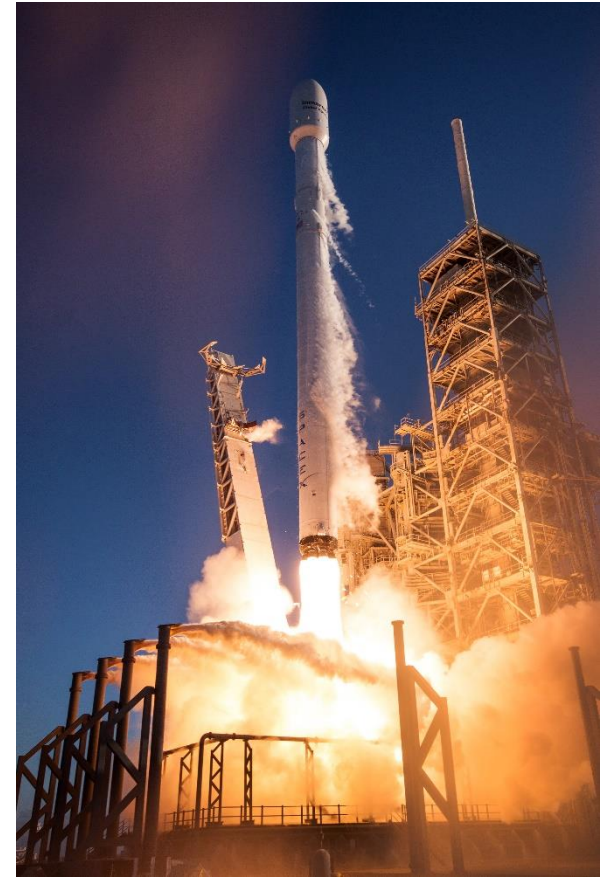
# What we measure

Keeping it simple!

> Top 10 Categories/SubCategories

> Backlog/Resourcing

> Daily Tickets Closed

> Backlog Trend

> Age Trend

> Customer Satisfaction
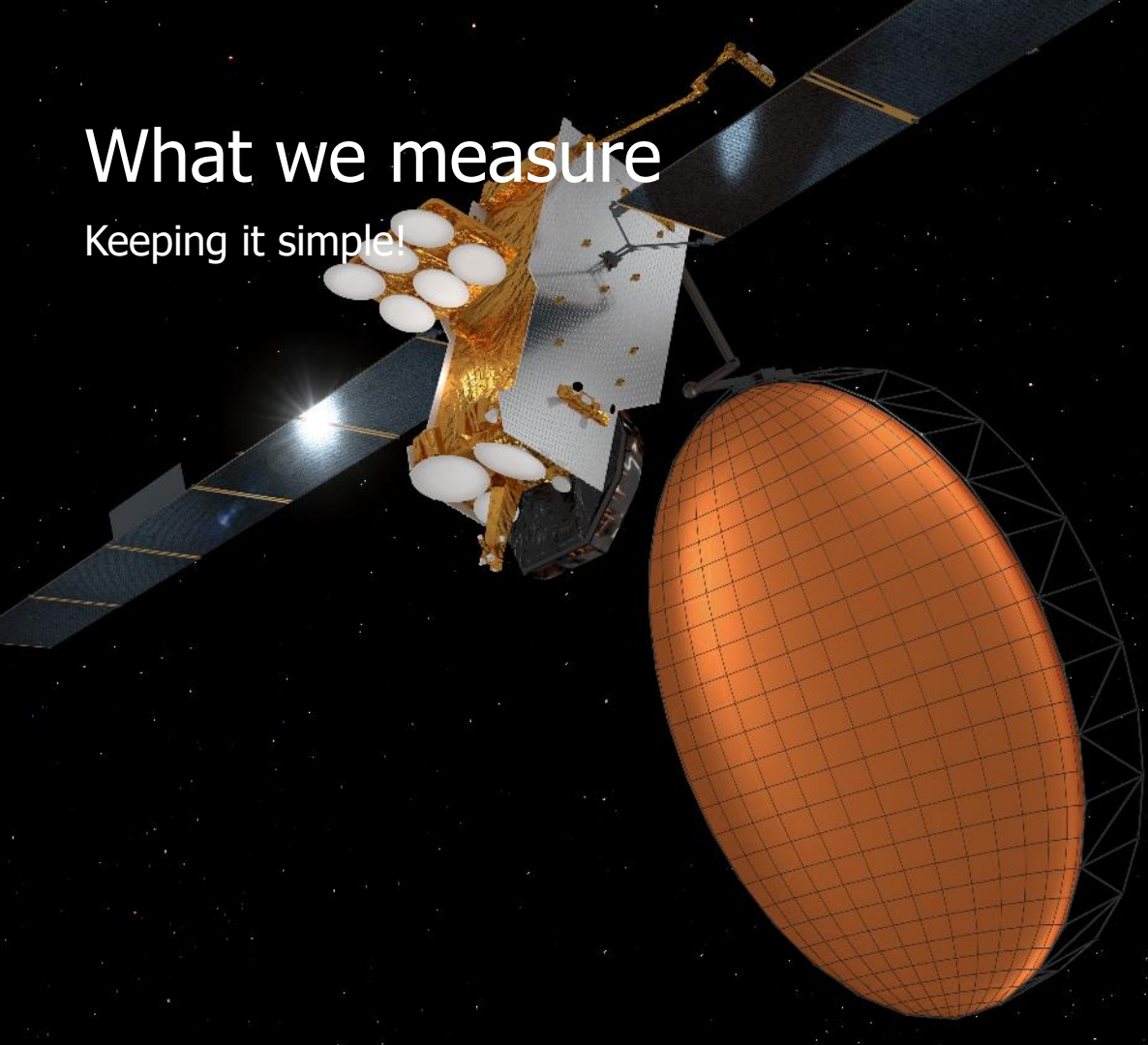
Tickets open
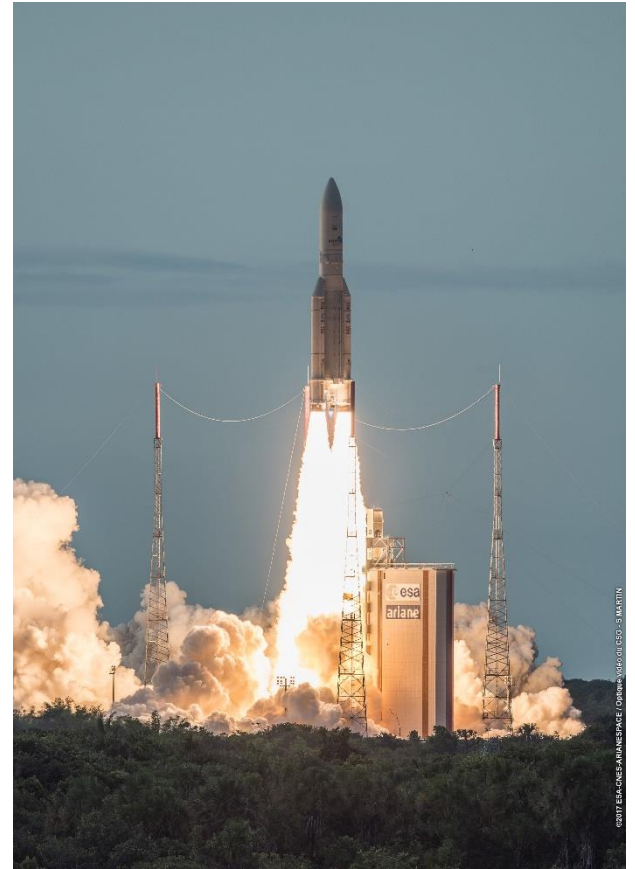against Staff availability
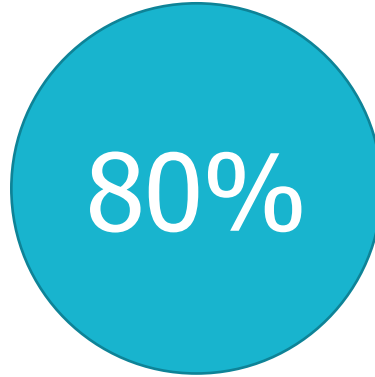
# Trends give you time to react!
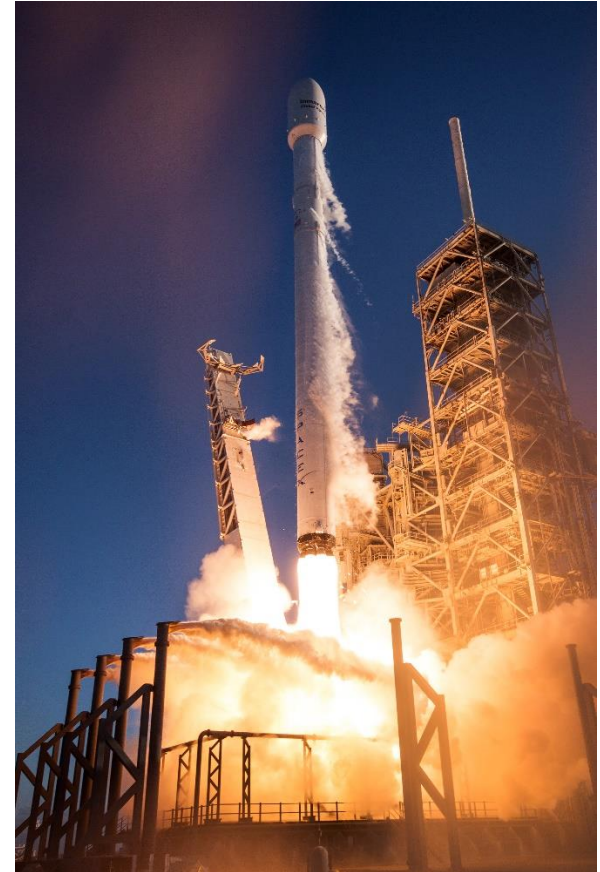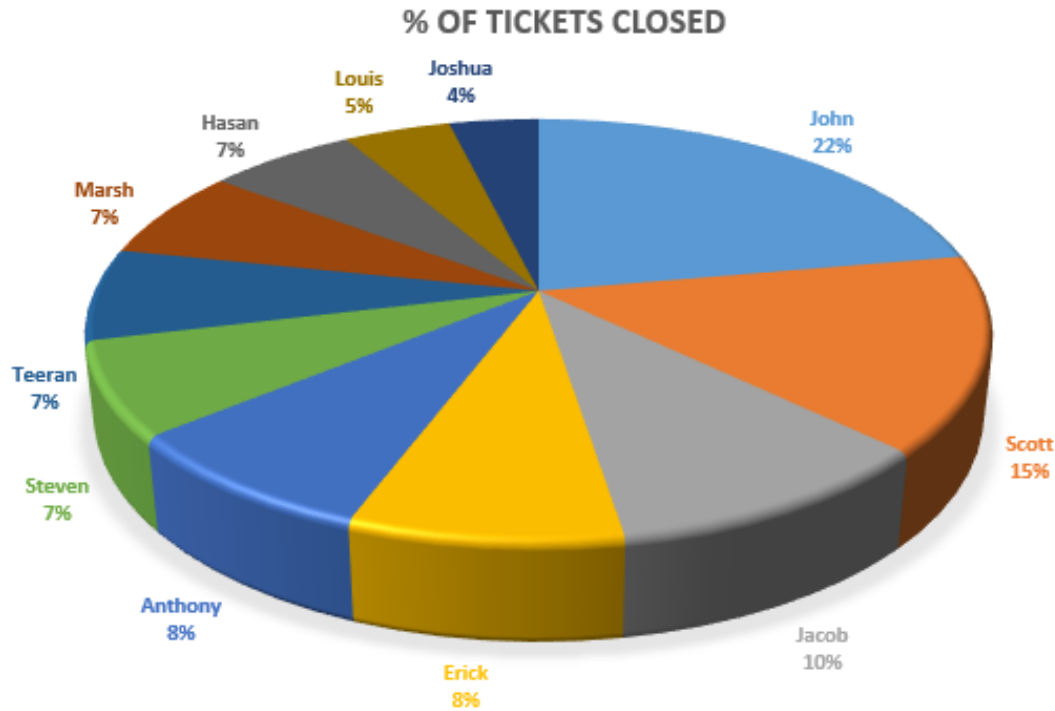
# Customer Satisfaction Surveys
## Not just once a year!

Annual CSAT
score – Dec 2018

88%

Average CSAT score
last 3 months

80%

# A bit of competition never hurt anyone!



## % OF TICKETS CLOSED

- Joshua 4%
- Louis 5%
- Hasan 7%
- Marsh 7%
- Teeran 7%
- Steven 7%
- Anthony 8%
- Erick 8%
- Jacob 10%
- Scott 15%
- John 22%

A bit of competition never hurt anyone!

| Name | Total Tickets Closed | INC | Tasks |
|---|---|---|---|
| Total | 963 | | |
| John | 214 | 101 | 113 |
| Scott | 144 | 62 | 82 |
| Jacob | 99 | 67 | 32 |
| Erick | 80 | 46 | 34 |
| Anthony | 80 | 48 | 32 |
| Steven | 69 | 13 | 56 |
| Teeran | 68 | 28 | 40 |
| Marsh | 67 | 26 | 41 |
| Hasan | 61 | 17 | 44 |
| Louis | 44 | 0 | 44 |
| Joshua | 37 | 13 | 24 |
| Maria | 0 | 0 | 0 |

# A bit of competition never hurt anyone!



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# Lessons Learned...

1. Listen to the experts
2. Believe in yourself
3. Systems don't solve your problems, clearly defined processes and procedures do
4. Keep the metrics simple (to begin with)
5. Measure Customer Satisfaction constantly – once a year is too late

# Thank you

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