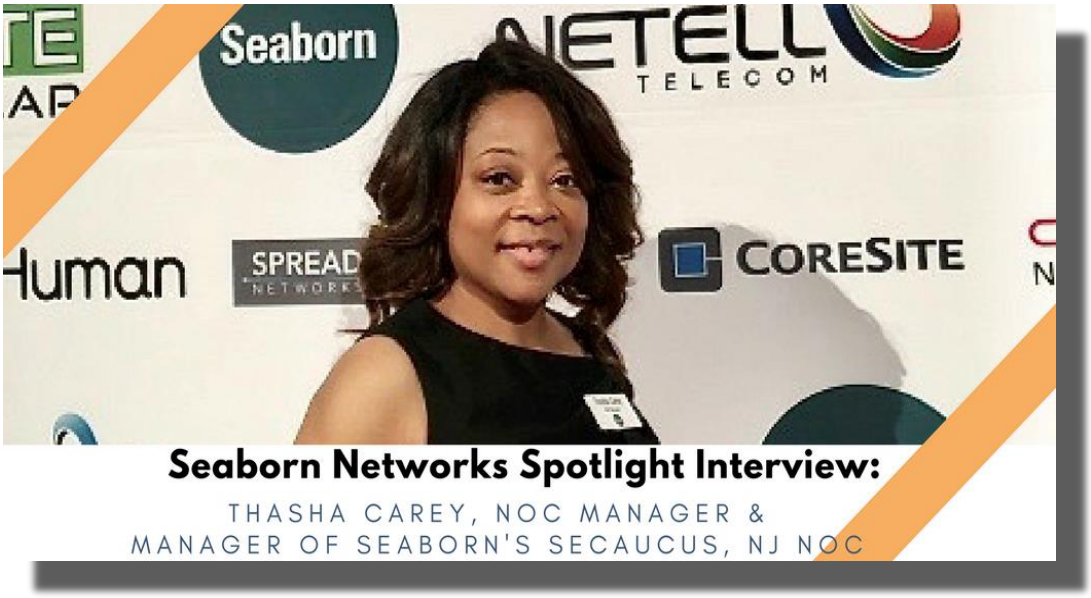
BUILD | OWN | OPERATE | INNOVATE



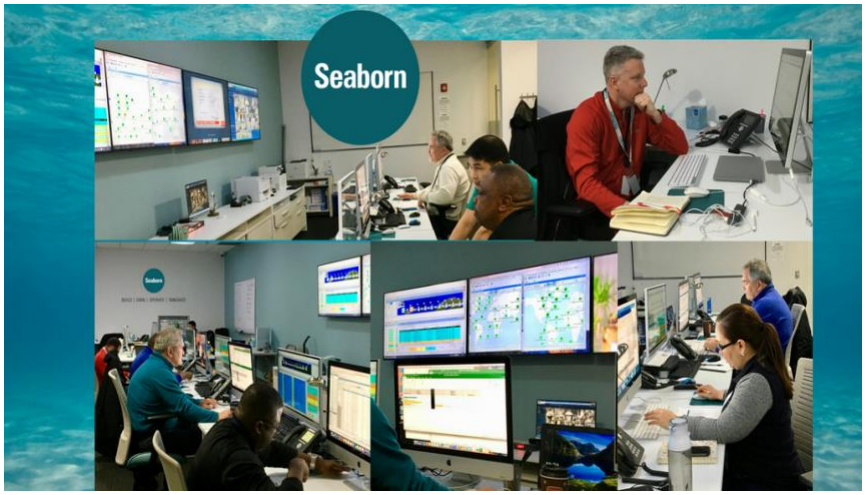
What is a NOC and why does Seaborn need one? The NOC is where the terrestrial equipment and subsea equipment are monitored and maintained, problems are analyzed, and where NOC Engineers respond to and resolve incidents. The overall function is to maintain the quality of the transmission by remotely monitoring the network and investigating issues.

How would you describe the work of a NOC engineer relevant to responsibilities day to day and the job intensity? Our responsibilities include provisioning capacity, test & turn-up of capacity, proactive investigations, fault management, change management, escalation management, transmission performance, inventory management, and customer support.

The day-to-day routine for a NOC Engineer consists of network performance and alarm monitoring. Essentially, we collect performance measurements to analyze transmission performance and investigate alarm conditions. If we see an issue, a ticket is logged and the NOC Engineer resolves the problem. Our customers really appreciate how our proactive service reduces the amount of time they spend troubleshooting issues by pointing them in the right direction.

The **s**tress level is very similar to that of an Air Traffic Controller**.** The NOC is responsible for operating and maintaining the international subsea and terrestrial networks for our Seabras-1 Cable System from New York to Sao Paulo (the US to Brazil) in a 24/7, 365 days a year fast paced environment. The NOC utilizes network management systems to monitor the equipment in Cable Landing Stations and POPs remotely. It's the responsibility of the NOC to provide instructions to the Field Engineer for test and turn-up as well as equipment maintenance. We take our duties seriously, and there's little to zero room for human error.

How many NOC engineers does it take to run Seaborn's NOC? Has this number increased and do you foresee it increasing? Will ARBR, Seaborn's new system between Argentina and Brazil, require more headcount? Because of our unique approach to training NOC engineers to be field engineers and vice versa, we are much more efficient than your typical NOC. With a headcount of 15 engineers, we really have 15 NOC engineers and 15 field engineers. Our NOC Management also believes in the same philosophy that they too are field and NOC engineers in addition to management. The flexibility and capability of all our staff allow us to meet the demanding standards set by Seaborn and our customers. I'd have to say that we're prepared to operate and maintain multiple cable systems.



What is the difference between Seaborn's NOC and other NOCs you have worked in? The Seaborn NOC model is very different from my previous company. Our NOC has two Operations Managers, a Technical Support Engineer, NOC Engineers that are trained for field work, and of course a NOC Manager. I really appreciate how Seaborn established the NOC team and centralized our expertise. In my previous position, this wasn't the case, and issues took longer to resolve. In Seaborn, any problem is addressed immediately and more often than not, face-to-face. I appreciate working in an environment that cuts through the red tape and boosts the efficiency and effectiveness of the operation as well as morale.

From a technical standpoint, we provide a ULL solution to the financial sector that is the most reliable financial service in the market. In addition, our fully protected ring technology in both Brazil and the US provides full fault tolerance from terrestrial failures for all services delivered on Seabras-1.

Just by introducing the first developer-owner-operator model, we've changed the subsea cable model which mostly operate under the traditional/legacy consortium model. The legacy model requires quarterly meetings to agree on O&M issues. The Seaborn model just makes sense. Also, Seaborn has created a platform that allows for future expansion to emerging countries, which increases the opportunity for our customers to expand with us. It also helps the advancement in

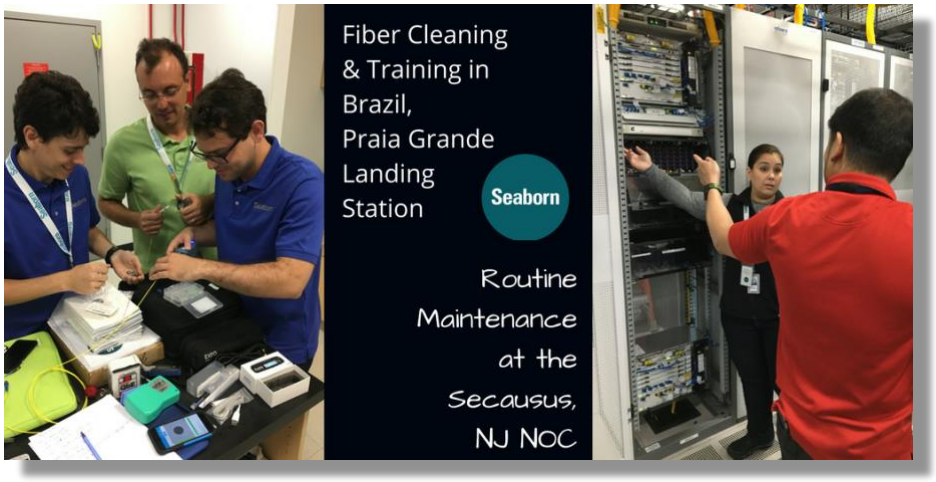
technology for emerging countries, so they can develop and bridge the gap in finance, telecommunications, and healthcare.

What are the most typical issues you face and how quickly can they be resolved? Our team often receives provisioning orders for test and turn-up after 5 pm. It's not an issue because we're staffed to cover field work 24/7, 365 days a year. A NOC Engineer trained in the field can dispatch at any moment, and we're prepared for those cases.

How does Seaborn's NOC differentiate the company from its competition? The person that picks up the phone will work your issue rather than going through a customer support center or helpdesk. It's always good to speak directly with the NOC Engineer that will be resolving the issue.

Also, our support engineers are in-house from Tier-1 and Tier-2, and we have Engineers that work in the NOC and in the field, proactively managing the terrestrial and subsea transport as well as Ethernet services, fault management, and Smart Hands requests. In other companies, there's a NOC or department responsible for each of those separate categories, which creates inefficiencies, delays, and risks of miscommunications.

What made you decide to work for Seaborn Networks? The reputation of the senior management team, the business model, the many accolades received by the company for its work, and quality of the decisions that were being made. I knew I wanted to be a part of an innovative company that makes good decisions. The hallmark of Seaborn is being able to combine deep submarine cable industry experience with an entrepreneurial and dynamic work environment.



For more information on Seaborn and our subsea systems and product solutions visit: Seaborn Networks