



RESILIENCE SOLUTIONS

ASE STORMVOICE™

CASE STUDY NATIONAL GRID
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applied satellite
engineering

ORIGINAL PROBLEM

A Semi-State company, charged with managing the National Grid sought a backup voice communication system. The system was for major power stations on the island linked with a central control center with two back up control sites. Only two of the power stations were “Black Start” sites--Sites that if a blackout occurred, could be restarted without additional power and without synchronizing to the network. Once the “Black Start” sites were brought online, the other stations requiring power from these two sites could be brought online with energy generated from these sites.

A startup plan was put in place to bring on the “Black Start” sites, but communication was needed between the control centers, key top personnel and all power stations. The Iridium Satellite Network was chosen for several reasons: Robust network, and the LEO satellites eliminated any problems with having any blockages that might preclude other satellite networks from working properly. 11 Iridium 9555 Handheld phones were put into use with 8 installed into ASE DK 075 Docking stations that were connected to a standard phone in each of the three control centers, the head site of the Natural Gas Company and three “walk-around” phones were to be carried by three key personnel.

ENSURING SITES COMMS WORKING PROPERLY

The Semi-State company in running their blackout scenarios performed testing of the 8 Fixed sites with personnel to test the Satellite Phones once-per-month. The cost of scheduling and deploying the personnel along the logistics of ensuring it happened

once per month, combined with the possibility of a failure was identified to be too high of a risk.

The Semi-State approached ASE to help solve their problem and mitigate their risks.

the ASE Solution-StormVoice™

ASE identified a way to enhance their Docking Stations to perform a daily test phone call with certain diagnostics information embedded into the call. The call is then monitored by servers to identify which sites have called in successfully, or more importantly unsuccessfully and the Semi-State receives daily “Health Reports” of each site easily identified by name and Iridium Phone number with a rough diagnostic of the installation’s overall health. Right away, two sites were identified as having less-than-optimal performance. ASE work with the Semi-State to identify quickly that the antennas were being partially blocked. The antennas were simply mounted one meter higher, and the problems were quickly resolved.

ASE’s StormVoice can also proactively notify the Semi-State if a degradation is noticed at the site, and the higher intelligence features can be analyzed further to find the problem.

Ensure performance, lower costs, lower risks.

If your company needs to ensure the performance of its satellite comms, lower its costs of maintenance and lower the overall risks, please contact us at www.ase-corp.com or directly email Ken Coffey at ken.coffey@ase-corp.com