

CLIENT: HUGHES EUROPE

Case studies



LOTTERY. EVOLVED.

With Hughes, over 30,000 National Lottery outlets are always connected

When it comes to The National Lottery, secure and reliable connectivity is everything. But with over 30,000 Hughes-connected outlets throughout the UK, avoiding outages and downtime was a challenge.

Add into the mix the thought of minutes before the draw closes, and on to be constantly connected.

That's why The National Lottery's turned to the high-quality levels of the Hughes dependable nationwide and high-performance satellite network.

Robust enough to maintain multiple connections at all times and support tens of thousands of simultaneous, rapid-fire and deadline-driven transactions around the clock - without efficiency dropping - the National Lottery network can now always perform at its best. That means, at each National Lottery site, customers can buy the ticket they need, when they need it, with a typical transaction taking about 1.2 seconds.

And with ongoing maintenance and support, apart from raising an average of over £30 million each week for National Lottery Good Causes, and transforming the lives of its many winners, Camelot can rely on Hughes from a technology perspective in retail.

“Almost everything that runs through the retail side of our business—which represents around £100 million a week—runs through the Hughes network,” said Neil Kellar, Camelot's CIO. “Hughes plays an absolutely critical role in making those systems high in availability, and enabling us to conduct lottery transactions while at the same time raising millions of pounds for National Lottery Good Causes every day.”

“Providing a very strong consumer experience is absolutely sacrosanct to our business and how we run it,” added Kellar. “Hughes spent a lot of time with us ensuring this positive customer experience. Our goal is to reach four nines of availability end-to-end on our VSAT network, and we're now approaching that.”

“We chose Hughes because they have a proven track record in the lottery sector,” said Kellar. “It's been a very strong partnership that has enabled us to improve the availability, as well as value, of our service.”

When keeping pace with your customer has never seemed harder, making sure we deliver the network and the connectivity to help you thrive now, and into the future is exactly what we do.

Connect with our team now.



£3BN
GOOD CAUSES

Over the last decade, the Hughes solution has contributed to National Lottery players accumulating over £3 billion for Good Causes.



2 23 COUNTRIES. 3 KEY OBJECTIVES. 1 SOLUTION. HUGHES Europe



23 COUNTRIES. 3 KEY OBJECTIVES. 1 SOLUTION.

What customers want from their skincare, make-up, fragrance and haircare purchases are broadly similar in most countries. What manufacturers want – whether they're producing beauty products or ball bearings – is also broadly similar: **efficiency, enhanced customer service, and reduced costs.** Hughes Europe helped one multinational prestige beauty products business to achieve them.

The business operates a retail estate in the EMEA. But while the product standardised, their network wasn't. market, the customer also had planned the in-store customer experience, but success of these plans was heavily dependent on a highly available network.

The focus on the network enabled:

- 1 Drive efficiency through standardised management
- 2 Enhance service availability to customers
- 3 Reduce costs to ensure competitive pricing

A NAME YOU CAN TRUST

Our flexible networking solutions combined with our multi-vendor approach means we take modern technology capabilities and identify the right solution to meet our customers' commercial needs.

Our long-standing relationships with our customers, which span many years, are testament to our collaborative and quality-focused approach. We deliver our services throughout Europe with offices in the UK, Germany and Italy and offer a single point of contact with a single, aggregated service level agreement for all sites irrespective of size or location. As the European business unit for Hughes, we work in collaboration with our sister business units in North America, South America, India and International to deliver fully integrated solutions on a global scale.

For further details about our products and services contact us today.

OUR WORLDWIDE CAPABILITIES

- 1 **\$2 BILLION REVENUE**
- 2 **Supporting 500,000 business and government sites worldwide**
- 3 **7+ million terminals of all types delivered in more than 100 countries**
- 4 **2,100 employees globally**
- 5 **Deployed 50,000 SD-WAN sites to date**
- 6 **5 decades of networking expertise**
- 7 **Customers on 6 continents**

WANT TO KNOW MORE, GET IN TOUCH?

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About Hughes Network Systems
Hughes Network Systems, LLC (HUGHES) is the global leader in broadband satellite technology and services for home and office. Its flagship high-speed satellite Internet service is HughesNet®, the world's largest satellite network with over 2.3 million residential and business customers across the Americas. For large enterprises and governments, the company's HughesNet® managed network services provide complete connectivity solutions employing an optimized mix of satellite and terrestrial technologies. The APTERR® System is the world's most widely deployed High-Throughput Satellite (HTS) platform, operating on more than 20 satellites by leading service providers, delivering a wide range of broadband enterprise, mobility, and other business applications. To date, Hughes has shipped more than 7 million terminals of all types to customers in over 190 countries, representing approximately 50 percent market share, and its technology is powering broadband services to aircraft around the world. In Europe alone, where we have been helping our customers to achieve optimal value from their network infrastructure for more than 30 years, we manage 300,000 sites, across 23 countries supporting more than 15 billion transactions every year. Headquartered outside Washington, D.C., in Germantown, Maryland, USA, Hughes operates sales and support offices worldwide, and is a wholly owned subsidiary of Echostar Corporation (NASDAQ: SATS), a premier global provider of satellite operations. For additional information about Hughes, please visit www.hughes.com and follow @HughesConnects on Twitter.

About Echostar
Echostar Corporation (NASDAQ: SATS) is a premier global provider of satellite communication solutions. Headquartered in Englewood, CO, and conducting business around the globe, Echostar is a pioneer in secure communications technologies through its Hughes Network Systems and Echostar Satellite Services business segments. For more information, visit echostar.com. Follow @Echostar on Twitter.

HUGHES Europe

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ONE Web campaign

HUGHES Europe

Six Steps to... RELIABLE SATELLITE CONNECTIVITY

- I need a low-touch turnkey solution.**
With a managed network service, you get 24x7 monitoring and dedicated help desk support.
- Will I be fighting for capacity with others?**
No way. Unlike others, we offer dedicated capacity, what's more, it's 100% dedicated to enterprise services — that means no sharing with consumer apps and users.
- Slow response times are a pain!**
Because LEO satellites are positioned very close to the Earth compared to GEO, they achieve lower latency and faster response times for consistent and reliable connectivity.
- Cybersecurity is a priority!**
Our layered cybersecurity solutions for distributed enterprises protect your network without hindering performance.
- We're a growing business. Can LEO cope?**
You bet! Hughes can deliver high-performance network connections wherever you do business.
- Sounds good. But how easy is it to deploy?**
Leave it to Hughes. We'll get you up and running with a smooth deployment to a Hughes Managed LEO Satellite Service.

WANT TO KNOW MORE? GET IN TOUCH!

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Infographic

CONNECTING THE UNCONNECTED
with Hughes Managed LEO and OneWeb

HUGHES Europe

The Evolution of Telecommunications Satellites
Telecom satellites have changed since their inception. From the established geostationary satellites to the more recent innovations in Low Earth Orbit (LEO) satellite technology, the telecommunications industry has evolved. Geostationary satellites, positioned at approximately 36,000 km, or 22,000 miles above Earth, have been the backbone of global communication networks for decades. However, as demands for higher data speeds, lower latency, and wider coverage increased, the need for this evolution became apparent.

Bridging the Digital Divide – Uniting the World Through Connectivity
At a time when digital inclusion has become a global priority, this partnership holds the promise of bridging the digital divide the never before. According to the International Telecommunication Union (ITU), more than half of the world's population still lacks access to the internet, which clearly highlights the urgent need for innovative solutions that can provide reliable and affordable connectivity to the communities that are underserved (or not served at all).

Hughes Managed LEO Satellite Service and OneWeb – A Shift in Satellite Connectivity
Enter Hughes, a company renowned for its expertise in satellite technology and a track record of innovation. Teaming up with OneWeb, a pioneer in LEO satellite constellations, Hughes is paving the way forward in satellite communication with the Hughes Managed LEO Satellite Service. This partnership combines Hughes' decades of experience in managed services with OneWeb's cutting-edge LEO satellite service to deliver an efficient, best-in-class connectivity solution.

HUGHES Europe

Opinion piece

HUGHES Europe

LEO
Hughes Managed Low Earth Orbit Satellite Service

A HUGHES EUROPE GUIDE

Affordable, tailored to your needs
Hughes Europe offers a range of service plans to meet the varying needs of businesses large and small as well as national and local government departments.

Easy deployment
Hughes Europe offers everything you need for a managed LEO deployment with a range of lightweight, easy-installation, Electronically Steerable Antennae (ESAs). The high-performance dual parabolic antennae are also available as an option.

Hughes experience
Last but not least, you can rely on Hughes Europe. For more than five decades, Hughes has been at the forefront of satellite technology innovation. Hughes has a long-standing history of designing, deploying, and managing satellite networks serving a range of industries from retail to aviation and government services, as well as delivering broadband to domestic consumers.

That's why Hughes Europe is the partner of choice for OneWeb.

HUGHES Europe

Brochure



Video



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SASE campaign

HUGHES MANAGED SASE (SECURE ACCESS SERVICE EDGE)
The Ultimate Solution for Reliable and Secure Cloud Access

- 42% of workloads in the cloud by 2024.
- 66% of CIOs plan to use multiple clouds to control costs.
- 91% of companies plan to use a hybrid work model.
- 277 days: Average no. of days for security teams to identify and contain a data breach.
- 65k: Number of vulnerabilities identified by critical hackers in 2022 alone, up 21% in 2021.
- \$4m: The average cost of a data breach in 2022 was \$4.24 million.

With the move from legacy infrastructure to secure cloud-based applications, your network is more vulnerable to malicious attacks.

SD-WAN + SECURITY SERVICE EDGE = SASE
HERE ARE 5 REASONS WHY YOU NEED IT!

- The threat surface has expanded with the rapid growth in branches, users and applications at the network edge - SASE provides high network performance without compromising security.
- Enable your employees to work from anywhere at any time, increasing your organisation's productivity.
- Benefit from cost efficiencies with a single stack that connects and secures any physical, cloud, or mobile enterprise resource, in any location.
- Increase business performance and scale with secure cloud. Managed SASE scales with your business.
- Benefit from a centrally managed SD-WAN, efficiency, agility, availability and performance you can count on, at a fully transparent cost.

WHY CHOOSE A HUGHES MANAGED SASE?
Hughes Europe can manage it all for you, so your IT team can focus on the business. We are the trusted experts in centrally managed SD-WAN and secure cloud protection.

WANT TO KNOW MORE? GET IN TOUCH!

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Infographic

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WHAT IS SASE - AND WHY DO YOU NEED IT?

Optimised Network Performance & Security for the "Work from Anywhere" World

A HUGHES EUROPE GUIDE

e-book

WHAT IS SASE?

The term Secure Access Service Edge, (abbreviated to SASE and pronounced "sassy") was first coined by Gartner in 2019. According to Gartner, "SASE capabilities are delivered as a service based upon the identity of the entity, real-time context, enterprise security/compliance policies and continuous assessment of risk/trust throughout the sessions. Identities of entities can be associated with people, groups of people (branch offices), devices, applications, services, IoT systems or edge computing locations."

SASE moves the control of network security to the network edge, thereby enhancing security in today's distributed network without compromising network performance. SASE allows organisations to apply secure access no matter where their users, applications or devices are located.

Today, Hughes Managed SASE combines SD-WAN, secure network access, and cloud-delivered security to provide secure, optimised, and reliable access to modern applications for branch office, home office, and remote workers.

2 WHAT IS SASE - AND WHY DO YOU NEED IT?

HUGHES Europe

LEVEL UP YOUR NETWORK SECURITY GAME WITH HUGHES EUROPE MANAGED SASE

A SASE That Evolves with You

Optimum Performance & Security

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Future Proof Network Security

WHY SASE, AND WHY NOW? THE WORLD IS CHANGING

SASE - enhanced security, improved performance

Hassle-Free Networking

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Hughes Europe Managed SASE: Secure and Agile Cloud connectivity When You Need It

Turbo Charge your network performance today - Download Our Free eBook to Learn More on Hughes Europe Managed SASE

HUGHES Europe

Carousel banner

Video

SECURE ACCESS SERVICE EDGE

HUGHES MANAGED SASE

Cloud-based platform

- Locations
- Users
- Devices
- Cloud
- Apps and Data
- On-Prem