Established in 2013, Lepton Global Solutions is an ISO 9001:2015 certified small business headquartered in Vienna, VA. The company specializes in the engineering and delivery of customized, cost-effective turnkey satellite communications solutions for commercial and government customers. Lepton’s end-to-end solutions, including managed satellite services, VSAT equipment sales, integration, installation, 24×7 technical NOC support, and customized back-end IT infrastructure, are delivered globally and are tailored to customer requirements.
Network Flexibility, Agility, and Security

Lepton Global Solutions was founded on the premise of offering customizable, customer-driven SATCOM solutions for remote communications. Six years later, our company operates a truly global iDirect satellite network that includes over 25 satellites worldwide, managed from our central location in Vienna, VA. The Lepton team customizes each satellite communications solution to fit customer needs, offering flexible contract terms and agile deployment. Our team provides a complete suite of services, ranging from communications systems engineering, design, and integration to link optimization, troubleshooting, and planning for future growth potential.

In building our global infrastructure, we strategically selected secure, redundant teleports around the world in which to place Lepton-owned hubs: Hawaii Pacific Teleport and Mt. Jackson Teleport in the United States, Burum Teleport in the Netherlands, and Fucino Space Centre in Italy. When customer data lands at each teleport, it routes to Lepton’s edge router at one of CoreSite’s state-of-the-art Data Centers in Ashburn, VA. This core network design adds security and native Internet experience for customers from anywhere in the world. See the “Core Network Optimization” section below for more information on our core network.
Lepton Global Solutions strives to provide fast, reliable communications to all customers, whether requirements are on a yacht, a mobile ground vehicle, a remote stationary site, or a deployable Manpack terminal. Lepton’s global infrastructure and our customer-oriented technical team enable us to activate service anywhere in the world in as little as 15 minutes. Lepton’s dedicated Network Operations Center (NOC) team supports customers every step of the way, from initial site commissioning to advanced troubleshooting, while proactively monitoring the network and the customer’s equipment. Our proactive approach to network management means we catch negative trends and mitigate most issues before they begin affecting service.

**Note:** In addition to our global iDirect-based Ku- and C-Band TDMA networks, Lepton offers contended and dedicated Ka-band service via Inmarsat’s GlobalXpress® as well as commercial X-band service where available.

Global SCPC links and VNO services are available upon request.
Thanks to strong partnerships with various satellite communications integrators and VSAT parts manufacturers, Lepton Global offers high quality VSAT equipment to end-users. Our team provides consulting and procurement support for every type of hardware need, from hub equipment to custom VSAT systems to satellite phones.

A selection of satellite hardware manufacturers we represent:

Note: Technical and troubleshooting support is available 24x7. Long and short-term leasing options are available for select markets.
Network Support

Lepton’s Network Operations Center (NOC) provides global network management and 24x7x365 customer support from our headquarters in Vienna, VA. Lepton’s premier technical support encompasses a full range of services including proactive network monitoring, rapid response troubleshooting, and on-site repair.

Using Salesforce Service Cloud as a trouble ticketing system, our team of experts works around the clock monitoring each network and customer remote for optimal performance and customer experience.

Lepton’s NOC team uses iMonitor® software to gather performance reports for each satellite network daily. Each teleport and customer end-point is monitored for local weather conditions, data transmission, and performance stability. Baseline measurements are regularly recorded on technical variables such as remote signal strength so that any anomaly is immediately apparent, and a ticket can be opened to investigate and mitigate the root cause.

Additionally, our team deploys Solarwinds® across all information systems and remote site equipment as an additional layer of screening for modems and network performance indicators. Typically, Lepton customers receive a notification that our technical team is working to mitigate an issue before they even realize one exists.

All satellite equipment deployed to Lepton customers undergoes rigorous testing by our technical support team before departing from our headquarters. Our team inventories, integrates, assembles, labels, and even creates customized documentation as needed for customer equipment to ensure setup and commissioning is quick and easy on site. Our NOC team regularly participates in manufacturer training to guarantee industry-leading support to our customers on the totality of their solution.
Lepton Global’s BOOST™, a secure, Software-Defined Wide Area Networking solution, is designed to facilitate the timely delivery of data to customer locations from VSAT-based endpoints.

Integrated into our core network infrastructure, BOOST™ virtual network utilizes features including caching, compression, acceleration, dynamic VPN, global single IP addressing scheme, and link redundancy to provide WAN optimization. BOOST™ is specifically designed to address the high-latency, low-bandwidth environment of satellite communications.

BOOST™ SD-WAN also serves as a failover technology for linking multiple connections.

Lepton’s core communications network is supported at the edge by secure infrastructure hosted at the state-of-the-art CoreSite facility in Ashburn, VA. The data center features industry-leading redundancy and security at the edge of the Internet. The always-on, secure, redundant facility allows us to offer native Internet to U.S. customers anywhere in the world by providing IP addresses and backhauling our traffic from our ground satellite stations around the globe to CoreSite.

Hosting our infrastructure at CoreSite also allows us to customize traffic routing to anywhere in the world per customers requirements. Lepton’s Government customers often require secure routing of satellite traffic to a particular facility inside the United States, whereas commercial customers may need a path back to the headquarter WAN for remote staff to experience their native work environment.

In addition to secure, flexible remote connections, Lepton’s customers receive higher data throughput, improved network scalability and mobility, and considerably lower overall solution cost as a result of our next generation core network.
Lepton Global values integrity and customer trust over all else. We take the mystery out of what goes on behind the scenes to help customers understand exactly what level of service they are receiving. Each Lepton customer has the ability to view and regulate their own networks via MyPortal, our real-time online monitoring software. The online customer portal provides up-to-date and historical information about service delivery and remote performance.

In addition to speed strength and usage reporting, MyPortal provides customers with a seamlessly integrated map view including satellite beam coverage, site location, and current local weather conditions. Visual indicators and usage reporting available include essential network information, signal strength, data volume usage, upload and download speeds, and Quality of Service (QoS) settings.

Voyager, a popular feature among network managers, compiles detailed information on user activity by type and application, providing greater operational control. While the monitoring function helps customers understand how satellite bandwidth is being used, Voyager’s control system allows for the prioritization of business or recreation applications by traffic type.

MyPortal provides customers an anywhere, anytime view into their SATCOM experience.

The real-time customer dashboard provides complete transparency into network performance activity.

MyPortal feature Voyager, a visual representations of network usage by category and application.
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