Hughes Pioneers Self-Healing Capability that Improves Enterprise Wide Area Network Performance Using Artificial Intelligence

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First-of-its-kind AIOps capability deployed across tens of thousands of WAN sites delivers 70% success in averting service disruptions

GERMANTOWN, Md., Sept. 15, 2020 /PRNewswire/ -- Hughes Network Systems, LLC (HUGHES), a leading provider of managed network services under its HughesON ™brand, announced today the commercial availability of its artificial intelligence (AI) for IT operations (AIOps) solution for enterprise Wide Area Networks (WANs). Integrated into the company's HughesON Managed Network Services, the Hughes AIOps feature is already in use across more than 32,000 managed sites. The technology automatically predicts and preempts—or "self-heals"—undesirable network behavior, preventing service-disrupting symptoms in 70% of cases. Hughes is the first managed services provider to deliver a self-healing WAN edge capability to enterprise customers.

"The Hughes AIOps innovation targets WAN edge systems, such as routers, SD-WAN devices and firewalls, because a failure in those systems can be catastrophic for a site and cost hours of network downtime," said Dan Rasmussen, senior vice president, Hughes. "We estimate that the 70% success rate for autonomous correction across the sites under our management has saved approximately 1,750 hours of network downtime in the first seven months of use. In the other 30% of cases, the system provided early diagnoses of potential hardware failure or chronic site issues so they could be addressed preemptively."

Driven by machine learning (ML) models that absorb and contextualize petabytes of proprietary network data, the Hughes AIOps capability detects deviations in key metrics against an evolving network baseline, gleaned from nearly a quarter million North American enterprise sites under the company's management. The AIOps then assesses the risk-reward of potential corrective actions, autonomously takes appropriate measures, and tracks performance to ensure a return to steady-state parameters.

To deliver the network transformation desired by enterprises, Hughes continues to deploy cutting-edge AI and ML techniques throughout its service delivery. In addition to the self-healing application, outcomes of these innovations for the company's enterprise customers include shortened triage time for help-desk incidents, proactive detection of site, vendor, and geographic network anomalies, and prescriptive corrective recommendations.

For more information about HughesON Managed Network Services, visit https://business.hughes.com/sd-wan-networking.

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 1.5 million residential and business customers across the Americas. For large enterprises and governments, the company's HughesON ™managed network services provide complete connectivity solutions employing an optimized mix of satellite and terrestrial technologies. The JUPITER ™System is the world's most widely deployed High-Throughput Satellite (HTS) platform, operating on more than 40 satellites by leading service providers, delivering a wide range of broadband enterprise, mobility and cellular backhaul applications. To date, Hughes has shipped more than 7 million terminals of all types to customers in over 100 countries, representing approximately 50 percent market share, and its technology is powering broadband services to aircraft around the world.

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.

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