



DATAPATH | Case Study

UNDER FIRE IN SADR CITY, IRAQ: U.S. ARMY COMMUNICATIONS ARE RESTORED QUICKLY WITH IN-THEATER SUPPORT FROM DATAPATH

DataPath Team Works Side-by-Side With U.S. Army to Repair Battle-Damaged Frontline Communications

Sadr City is one of the most dangerous districts in Baghdad. It is a scene of constant violence and crime. Unemployment is high, homes are in disrepair and the area has become home to many criminals released from Iraqi prisons before the start of Operation Iraqi Freedom. U.S. forces arrived in the district in June 2003 to help control the violence.

Every day, U.S. warfighters on patrol in Iraq rely on their communications networks to keep in close contact with operations headquarters and other soldiers in the area, as well as to obtain up-to-the-minute data and intelligence. To support its troops, the U.S. Army developed the Joint Network Node (JNN) program to bring dependable, high-bandwidth communications closer to the front line.

On-the-Ground Support When and Where the U.S. Military Needs It

DataPath, one of the prime contractors for the JNN program, has delivered nearly 700 SATCOM Transportable Terminals (STT), enabling beyond line-of-sight communications that help to improve the safety and effectiveness of troops. These trailer-mounted

Solution at a Glance: Rapid-Response Communications Support for the U.S. Army

Challenge	Incoming mortar fire at a U.S. Army base causes extensive damage to one of the nodes within the communications network, resulting in loss of connectivity with headquarters and soldiers on the front line.
Solution	DataPath's Field Support team thinks and acts fast, using ingenuity and all available resources to repair the network with minimal downtime.
Impact	DataPath's team of highly skilled technicians, working side-by-side with the U.S. Army, restores communications to support warfighter safety and the military's mission.

terminals, which are DataPath ET 3000 Portables™, are towed behind a Humvee or other vehicle. They are a key part of the JNN, which also includes fixed, transportable and mobile satellite terminals built and supported by DataPath.

“DataPath has proven their ability to think on their feet and help us maintain communications that are essential to the success of our mission and the safety of our soldiers.”

U.S. military G6 representative in Iraq

As a strategic partner committed to supporting the U.S. military, DataPath's Integrated Logistics Support (ILS) provides the services that are essential to installing, operating and maintaining communications networks, even in extreme locations and conditions. In Iraq, more than 75 experienced DataPath field support representatives work alongside the military to ensure the connectivity that is critical to operations. Many of these DataPath experts have military experience in addition to their extensive communications knowledge.

In Sadr City, a DataPath team supports the satellite communications network that keeps the U.S. Army 2nd Brigade, 2nd Infantry Division (ID) up-and-running and connected with the 1st Cavalry Division. In an area that is constantly under fire, anything can happen, at any time. ILS field support representatives must be ready at a moment's notice to troubleshoot and resolve issues. They must minimize any interruption of communication so the warfighters they serve stay in touch and safely focused on their mission.



In the second incident in December 2006, this STT received a direct mortar hit.

Incoming Mortar Fire Impacts Communications

In December 2006, incoming mortar fire at a forward base in Sadr City caused multiple instances of damage to one of the nodes supporting the Army's communications network. The DataPath ILS team responded expertly and quickly to each incident, exceeding expectations to restore communications.

In one incident, an STT sustained major damage after a mortar landed under one side of the terminal. The blast severely damaged the internal electronics of the terminal, rendering it inoperable. The line-of-sight (LOS) cable that supports the secure network (SIPRNET) for operations was also destroyed. As a result, the 2nd Brigade, 2nd ID headquarters was unable to communicate with soldiers in the field via the satellite-connected network.

DataPath Helps Restore Network Within Minutes

Fortunately, a DataPath field support representative was on the scene, and he responded within minutes. Thinking quickly, he was able to modify a Battalion Command Post Node terminal to work as a JNN terminal using components from the damaged STT. Just moments later, another field support representative arrived by helicopter with the LOS cable that was needed. The DataPath team worked rapidly with soldiers to replace the destroyed cabling, including the vital LOS link.

Secure communications were back up within 15 minutes, and the vital “unclassified but sensitive network” (NIPRNET) and back-up SIPRNET were fully restored within three hours. This rapid response helped to keep warfighters in contact with each other and with headquarters, minimizing any compromises to their safety.

“They were able to repair the satellite terminal and bring the network back up very quickly,” said a U.S. military G6 representative in Iraq. “It was an impressive show of resourcefulness. We were back in business in no time.”

“Time and time again, the DataPath team has helped us make the most of the resources we have on hand.”

U.S. military G6 representative in Iraq

Second Hit Destroys Generator; DataPath Responds

In a second incident in December, an STT at the same forward operating base took a direct mortar hit, completely destroying the generator within the STT. Both the NIPRNET and back-up SIPRNET went down, and the base lost key communication capabilities.

Once more, DataPath in-theater personnel responded immediately. The technician’s first step was to power up the STT by connecting it to an external generator. Next, a damaged amplifier was replaced, and both networks were operational only three hours after the initial outage.

In yet another example of inventiveness, the DataPath team went on to combine elements of a destroyed STT with an STT that had been damaged during transport, resulting in one fully operational STT and one training terminal.

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Mission Impact: Reliable Communications Support Helps Keep Warfighters Safe

Well-trained and highly skilled, DataPath’s field support representatives are committed to helping maintain a dependable communications network that provides the connectivity frontline forces need for everyday operations and overall mission success.

“We are all extremely pleased with the support we’ve received from DataPath,” said the U.S. military G6 representative. “They’ve been able to integrate into our unit very well. DataPath has proven their ability to think on their feet and help us maintain communications that are essential to the success of our mission and the safety of our soldiers.”



DataPath FSRs work with soldiers to repair an STT.

About DataPath

Founded in 1996, DataPath designs and delivers satellite and wireless communications networks around the world. The company is known for rapidly delivering reliable, mobile communications that operate in even the most extreme conditions to support customers that include the U.S. Army, the U.S. Marine Corps and emergency first responders. Headquartered in Duluth, Ga., DataPath maintains offices in Fort Monmouth, N.J., Nashua, N.H., San Diego, Calif., and Tampa, Fla. For more information, visit www.datapath.com or call 866-855-3800.



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