

CASE STUDY:

Tailored Efficiency through a Multi-Site LEO Connectivity Solution in Mining Operations with Sodexo

About Sodexo in Australia

Sodexo, a globally recognised leader in food and facilities management services, operates across various industries, providing essential support services that range from food and cleaning to hospitality and infrastructure maintenance.

Established in France, Sodexo operates in 45 countries, with significant operations in Australia, particularly in the energy and resources sector. In Australia, Sodexo employs a workforce of over 5,000 employees across more than 100 sites, providing services to over 20,000 energy and resources workers daily, on and offshore.

With a strong presence in the mining industry, Sodexo is dedicated to enhancing the living conditions of workers in mining villages while ensuring operational efficiency to its clients.

THE CHALLENGE:

Enhancing Connectivity and Efficiency in Remote Villages

Sodexo's commitment to innovation and efficiency is at the heart of its services, especially in the unique environment of remote mining villages. These isolated villages require creative solutions to ensure seamless communication and effective operational management. By leveraging advanced technologies and customised approaches, Sodexo helps enhance connectivity, boosting employee satisfaction and driving operational efficiency.

Sodexo's competitive edge lies in its ability to leverage live data to monitor and enhance service delivery. Sodexo can optimise their processes, improving efficiency. However, to fully harness this data and meet contractual KPIs with clients, Sodexo needed a reliable and robust communication infrastructure.

THE SOLUTION:

A Multi-Path Solution Tailored Using Actual Usage Data

Understanding Sodexo's unique challenges, **Orion embarked on a comprehensive due diligence process.** Using data stored in Horizon AI, we conducted an extensive data analysis of a 12-month period, assessing bandwidth usage across all of Sodexo's villages currently using our GEO stationary service.

This analysis allowed us to identify critical versus non-critical applications, ensuring that the proposed solution would meet Sodexo's operational needs without exceeding bandwidth quotas.



The challenge was clear: Provide seamless, high-bandwidth connectivity across Sodexo villages to support critical business operations and the personal needs of its employees.

9

Remote Villages Served by Orion Satellite Systems

5+

Years of partnership with Sodexo and Orion

100+

Mining Sites Supported by Sodexo in Australia

20,000+

Energy & Resource Workers Supported Daily

“Sodexo originally brought Orion onboard around 2020/21. At the time, we were managing multiple remote sites and had already had a false start with a competitor, so we were cautious. But from the outset, Orion stood out for their speed to deploy, especially in hard-to-reach areas, and the way they tailored the solution to suit both our connectivity needs and our budget.”

That flexibility made a big difference for us.”

– Soham Dhamane

IS&T Infrastructure Delivery Lead, Sodexo

To address the need for high-bandwidth, low-latency connectivity, **we proposed a balanced solution utilising Thaicom4 and Eutelsat technologies.** Thaicom4, Orion's well-established geostationary satellite, had been providing reliable service across nine of Sodexo's villages. However, with the introduction of Eutelsat's Low Earth Orbit (LEO) satellite technology, we saw an opportunity to enhance connectivity while reducing costs.

LEO satellites, such as the OneWeb constellation operated by Eutelsat, are situated closer to Earth, resulting in lower latency and faster communication speeds. This made LEO technology an ideal choice for Sodexo's real-time data streaming and minimal delay requirements.

By transitioning to LEO technology, Sodexo could achieve a **significant upgrade** in service quality **without any additional financial outlay** — an upgrade that effectively **put money back in their pocket.**

The recommendation was to support the solution through the deployment of Hughes antennas, known for their robustness and compatibility with LEO satellite systems. These antennas would be installed at each site, ensuring seamless connectivity and easy scalability as Sodexo expands its operations across Australia.

Orion worked closely with Sodexo's Infrastructure Delivery Lead to advise on the technical aspects of the solution, ensuring that what was proposed would not only be effective but would also be future proofed for potential expansion.

The careful selection of technology partners and equipment, combined with our detailed planning and solution design, ensured a successful implementation.



Orion Satellite Systems has spent over 20 years delivering high-performance connectivity to Australia's most remote and demanding environments. Backed by Thaicom and powered by our proprietary Horizon AI portal, we design, manage, and support technology-agnostic solutions that set the benchmark for reliability and operational excellence.

THE EXPECTED IMPACT: A Future-Proof Solution for Sodexo's Growing Needs

Once fully implemented, this satellite connectivity solution is expected to provide significant benefits. The enhanced connectivity will not only improve the efficiency of Sodexo's operations but also contribute to employee satisfaction by enabling better access to mobile data services. Future plans include ensuring seamless connectivity for staff during transit, enhancing real-time data capabilities, and improving overall site communications.

As the rollout progresses, Sodexo aims to extend this solution to additional villages across Australia. With deployment scheduled to be completed by the end of the year, the organisation is looking ahead at new opportunities to leverage the capabilities of LEO satellite technology. Anticipated initiatives include the expansion of cashless vending systems and enhancements to live data monitoring platforms, all supported by Orion's robust and scalable connectivity solutions.

CONCLUSION: A Partnership for Continued Success

Sodexo's partnership with Orion demonstrates the power of innovative technology solutions in addressing complex challenges. By providing tailored connectivity solutions that align with both operational and employee needs, Orion is supporting Sodexo's mission of efficiency, transparency, and enhanced service delivery.

As the deployment progresses and the benefits of this solution are realised, we look forward to continuing our collaboration with Sodexo. With a shared vision for leveraging advanced satellite technology, we are confident this partnership will help drive future advancements in facility management across the Australian energy and resources sector.



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