Profiles in Progress and Innovation at Sea
What do some of the world's most forward-thinking maritime service providers, satellite operators and equipment manufacturers have in common? They're all dedicated to delivering an unprecedented higher quality customer and crew experience.

That might mean enabling greater operational agility and intelligence to cargo vessels navigating through busy shipping lanes. Or helping to meet the expectations of literally thousands of cruise passengers all eager to share their experiences via streaming video. Or supporting the connectivity needs of luxury expeditions headed to the most remote destinations in the world.

Here’s just a glimpse into how these remarkable companies are leveraging their iDirect investments to deliver greater value for their customers at sea.
Globecomm – Reliable Onboard Media Services for the Latest Heavy-Load Cargo Rebuild

Globecomm VSAT is a state-of-the-art global network based on the iDirect IP-based platform that offers access to new High Throughput Satellite (HTS) Ku-, Ka- and C-Band services on a single platform, providing a broad range of narrowband and high-throughput applications over a robust and scalable network for maritime, government and energy markets.

Globecomm’s capacity covers the major land masses, and its Ku-band network provides 100 percent global coverage of all major shipping routes.

Globecomm recently installed a complete communications solution on MV Baltic, the latest build to join the Global Seatrade fleet. To meet demanding connectivity needs, Globecomm delivered its global maritime VSAT solution including VoIP services, an Iridium Pilot L-Band service for backup communications, and a TVRO system to enable flat fee internet access and live TV services onboard the new heavy cargo roll-on/roll-off vessel ship.

“Globecomm VSAT provides a highly reliable level of service quality and competitive pricing without compromising on quality and safety, making it attractive for operators of large and small fleets. Delivered with L-band back-up, VoIP and media services, Globecomm VSAT was able to fully meet Global Seatrade’s needs,” said Malcolm McMaster, president of Globecomm’s Maritime division.

The stakes for trading across international oceans is higher than ever, and it requires more bandwidth, stronger reliability, and faster analysis. Globecomm makes global coverage of all major shipping routes more capable and more manageable than ever before.
Inmarsat – Leading Ship-to-Shore Connectivity into the Future

For the past 37 years, Inmarsat has been connecting the maritime world since its beginning with the International Maritime Organization (IMO) to provide critical communications lifelines for those in distress.

Today, Inmarsat continues to invest and innovate, delivering the high-speed connectivity and satellite network availability owners and operators need to support smart shipping applications and enhance crew welfare. With Inmarsat’s award-winning Fleet Xpress service, the connected ship can use real-time intelligence to improve operational agility, enhance efficiency, address regulatory compliance, cyber security and reduce costs.

With over 10,000 vessel commitments in its first year, Fleet Xpress is setting a new standard in maritime communications. Many large shipping companies, including Hapag-Lloyd, the sixth largest container shipping operator in the world, will transition to Fleet Xpress.

Hapag-Lloyd has been an Inmarsat customer for more than a decade, and the transition commitment to Fleet Xpress coincides with the expiry of a service contract based on FleetBroadband with VSAT back-up via Ku-band. The new agreement reflects the ship owner’s requirement for a fully managed migration to high-speed broadband and support it can trust from a single service provider. The agreement also stipulates redundant service provision that would be scalable for any future fleet growth. The deal includes terminals from both Inmarsat approved manufacturers Intellian and Cobham SATCOM.

“IT integration of our fleet has grown rapidly and will further develop. As a consequence, Hapag-Lloyd has to ensure that the ship-to-shore connectivity not only supports the increasing demand, but is also future proof,” said Jens Habler, Head of Hapag-Lloyd IT-Operations Management.

“Hapag-Lloyd is recognized as one of shipping’s most advanced owners when it comes to IT and ship-shore connectivity, and for the close attention it pays in addition to keeping its crews connected,” says Gerbrand Schalkwijk, Chief Sales Officer, Inmarsat Maritime.

Inmarsat is leveraging the power of new technology to keep crews safe, secure, and connected on the high seas. Ensuring networks that support international, data-ridden shipping routes and requirements is just the beginning for the future of what Fleet Xpress can offer organizations like Hapag-Lloyd as they charter new waters for their business.
**Intelsat – Creating the World’s Most Sophisticated Floating Town**

Intelsat’s EpicNG High Throughput Satellite (HTS) network has helped maritime operators stop thinking of satellite connectivity as a necessary expense for crew welfare, and instead seeing it as a means of fully integrating their global fleets with on-shore operations. Today’s limited mindset, created by years of having only minimal satellite bandwidth via L-band, is now opening to the possibilities of using satellites to gather valuable data for the analysis that can make ship operations more efficient and increasingly able to be managed from shore-based operations centers.

The improvements in connectivity are delivering benefits across all the maritime sectors which Intelsat serves, including commercial shipping, cruise, oil and gas, superyacht, fishing and leisure, each with unique requirements and customer demands.

Marlink selected Intelsat and iDirect to deliver fast, high quality Intelsat EpicNG broadband connectivity to MSC Cruises’ newest vessels, the MSC Meraviglia and MSC Seaside. Launched in June 2017, and December 2017, respectively, record-breaking maritime broadband service was provided to the vessels by Marlink’s Sealink service powered by Intelsat’s EpicNG HTS satellite network and iDirect’s cutting edge 9350 modems. The predicted spikes in demand for the maiden voyages were met as guests on the most sophisticated “floating towns” in the world shared their first-hand experiences and memories on social media.

While many service providers like Marlink choose to manage their entire infrastructure, Intelsat also offers managed services, such as IntelsatOne Flex for Maritime. Flex for Maritime is a customizable “Wholesale Mbps” service offered to Intelsat’s service providers, which uses capacity from across the Intelsat fleet, including our next generation EpicNG satellites, the IntelsatOne global ground infrastructure and the HTS optimized iDirect platform, into a simplified, unified ecosystem.

Intelsat is a strong supporter of the wholesale model, citing that it allows the service provider to differentiate and build strong, sustainable foundations for their business. Therefore, the wholesale nature of Flex for Maritime is adapted to customers who actively control, contend, commission and prioritize their customer’s end-terminals.
Kymeta – Defining a New Luxury Experience in Internet Connectivity and On-Demand Entertainment

Kymeta makes connectivity on the water easy to access, always available, abundant and virtually invisible. Its metamaterials-based flat panel, electronically steered antennas, and terminals not only support high-throughput internet connectivity, they also enable vessels to be equipped with easy-to-install, auto-provisioning, smart systems that can scale to bring connectivity to any maritime vessel.

Recently, Kymeta selected iDirect as its first modem partner to support its innovative KyWay™ Terminal with a trusted solution that also supports Kymeta KĀLOTM connectivity services through the IntelsatOne Flex network.

The terminals were tested with various MIR/CIR services from leading maritime service providers and satellite operators, including Speedcast and Hispasat.

“We observed the panel remained connected regardless of sea motion, pitch and roll, and exceeded our initial expectations of the performance of the electronically-steered beam,” said Håkan Olsson, Vice President of Maritime at Kymeta.

Captain Nikolaos Leontitis of the Maltese Falcon said, “Kymeta’s consistent connection allows us to maximize the use of the Falcon’s sophisticated onboard network, and to offer our guests and crew cutting-edge communications and internet service together with the latest in on-demand entertainment options.”

Accessible and abundant internet access is now blending into the luxury experiences aboard these world-class superyachts with Kymeta’s flat panels. And the trials so far have proven that the systems are easy to install and configure remotely, setting a new standard for internet connectivity on board the world’s most recognizable yachts.

Earlier this year, Kymeta and e3 Systems, its exclusive superyacht distribution partner installed Kymeta solutions on some of the world’s most iconic yachts – including the White Rose of Drachs and the Maltese Falcon. Both the Maltese Falcon and the White Rose of Drachs utilize high-throughput internet connectivity provided by the iDirect X7 remote, showcasing HD Netflix streaming, video conference calls and TV streaming while at sea.

Kymeta and e3 Systems outfitted the White Rose with four Kymeta KyWay terminals for a months-long sea trial.

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Get more information about Kymeta’s yacht/maritime solutions.
Marlink – Capturing the Moments: Real-Time Social Media Sharing for Thousands of Excited Guests

Global delivery of reliable and high bandwidth communication services positions Marlink as a critical partner for major players across the maritime industry. Its customers in shipping, offshore oil and gas, fishing and yachting require services tailored to their own specific operational challenges, but cruise and ferry customers often have the highest demand for bandwidth and cutting-edge technology.

Marlink has enabled cruise operators, their guests and crew to experience reliable global communication at sea for over 10 years, during which guest requirements have changed dramatically. “Cruise guests want to upload photos, videos and run commentaries of their trip in real time,” said Dybvad, Director Cruise & Ferry at Marlink. “It’s fantastic marketing for the cruise company, so it’s vital they facilitate fast and reliable Internet access for guests to use social media whenever they like.”

The ability to process more data is especially important in today’s supersized cruise market. While an average cruise liner once held 1,500 guests and 700 crew members, the latest generation ships accommodate 4,500 guests and 2,000 workers. The most powerful modem in the market today with full Maritime VSAT functionality including automatic satellite- and beam switching functionality is currently the iDirect 9350.

For the ship, the iDirect 9350 modem provides automatic global satellite acquisition, dynamic satellite bandwidth allocation and bandwidth sharing for cost-efficient operations, regardless of where the ship is. The modem meets current requirements for us in most market segments.

Optimizing Operational Efficiencies and Communications for Stena Line

Marlink client and leading ferry operator Stena Line, which has partnered with the company for over 20 years, has taken a lead in the integration of new technologies, enabling digitalization to introduce new operational efficiencies to benefit passengers, the business and the environment.

Marlink has continuously evolved their services to help Stena Line improve vessel and fleet operations through IT and communications. The seamless integration of VSAT, MSS, GSM 3/4G and in-port Wi-Fi networks on Marlink’s Sealink global network is a pillar in Stena Line’s technological transformation in the last two decades that ensures Stena Line passengers can always connect at sea.

“Reliable and always available communication services are vital to our business,” said Raimo Warkki, Stena IT. “With Marlink as a long-term partner, we can continuously optimize operational and business processes through connectivity, whilst providing market-leading communications facilities for over seven million passengers a year.”

Marlink now serves the entire fleet of Stena Line vessels, ensuring high levels of connectivity for passengers and crew, in addition to operational applications and commercial businesses onboard.
Orange Business Services – Turning Shipping Fleets into Well-Equipped Branch Offices at Sea

To support digital transformation in the shipping industry, Orange Business Services has developed Maritime Connect, which allows shipping companies to seamlessly integrate their fleet into the corporate network and provide Internet access for crew and applications.

This single, integrated solutions platform provides the maritime industry with reliable connectivity over diverse communication interfaces and cuts costs at the same time. Based on the iDirect platform, Maritime Connect delivers voice, VoIP, data and internet access in one solution, independent of the communication technology used, to over 95 percent of Orange Business Services’ maritime customer base.

Recently, Dubai-based Topaz Energy and Marine, a leading offshore support vessel company for the global energy industry, signed an agreement with Orange Business Services for a Maritime Connect solution that connects its fleet at sea and supports the corporate network.

The Orange Maritime Connect platform incorporates multiple connections including VSAT, L-Band terminals, UMTS and Wi-Fi. It routes traffic depending on the availability of the link and with the appropriate quality of service. This allows Topaz to integrate its fleet into the corporate network as “offices at sea” and rollout business-critical applications.

A key application for Topaz is fleet management, which manages ships at sea and provides invaluable business intelligence. This includes dashboards that can detect vessels deviating from the average standard in terms of fuel consumption, speed or maintenance issues, for example.

“We today Orange is working across all sectors to help enterprises to respond to the demands of digital transformation. Historically in the maritime sector, limited connectivity and the need for multiple communications providers has meant the exclusion of fleets from the centralized business processes, ultimately resulting in reduced productivity. With Maritime Connect, Topaz can integrate its ships with the shore and is able to transform them into branch offices at sea,” said Luc Serviant, vice president, Middle East and Africa at Orange Business Services.

Orange is initially connecting 39 vessels from the Topaz fleet, and by the end of 2018, Orange will roll out Maritime Connect across the entire fleet.
**Speedcast – A First-Class Customer Experience Under Challenging Conditions**

Speedcast is a global leader in providing highly-reliable, fully-managed, end-to-end remote communication and IT solutions for critical applications and operations. Using a collaborative partnership approach, an intense customer focus and a strong safety culture, Speedcast serves more than 2,000 customers in over 140 countries, including offshore rigs and cruise ships, 10,000+ maritime vessels and 4,500+ terrestrial sites.

Speedcast is passionate about providing a superior customer experience by tailoring their offerings to meet specified needs that help improve operations and grow businesses. One such example is with Hurtigruten, a global cruise liner based in Norway and one of Speedcast's top customers.

Aside from the mobile nature of the Hurtigruten business, the cruise itineraries often sail to small, remote villages along scenic coastlines around the world, including daily voyages through the mountainous Norwegian fjords and explorations through the Arctic, presenting challenging topographies making it difficult to provide reliable communications onboard. Hurtigruten needed to find a way to provide connectivity on all ships for both crew operations and passenger enjoyment that could withstand weather, motion and landscape challenges wherever the vessels are in the world.

The Speedcast solution uses a combination of VSAT, land-based LTE signals and in-port wireless radio for the 13 vessels in the fleet. Speedcast multi-band antennas were installed on the ships operating outside of Norway, with automatic and intelligent beam switching to ensure coverage anywhere in the world. The ships sailing along the Norwegian fjords use a high-capacity line of sight radios to connect when the terrain is unfit for a reliable satellite signal. The network infrastructure is outfitted with the latest iDirect technology throughout, ensuring efficiency and reliability.

According to the customer, Speedcast is instrumental in helping fulfill their commitment to a premium experience for their passengers. The ships are able to offer a reliable communications solution for everyone onboard, wherever they are in the world.

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