



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 its 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 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 ST Engineering 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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