

Nordic Tankers A/S chooses mini-VSAT Broadband service to improve business communications and increase crew services

Summary

Nordic Tankers A/S operates a fleet of approximately 60 tankers, employing a large number of crew members who are at sea for long periods of time and depend on reliable contact with their onshore engineers and facilities. KVH's mini-VSAT Broadbandsm service fit the bill with its reasonable price, simple installation, and high-speed connection. Nordic Tankers paired this solution with Dualog[®] communications software for full control of the vessel's local area network and to switch between mini-VSAT Broadband service to their existing Fleet service for times when the ship is outside of mini-VSAT Broadband coverage.



Like Nordic Tankers' other TracPhone V7-equipped tankers, the Clipper Leander's satellite communications solution includes Dualog software to allow access to both mini-VSAT Broadband's affordable service and Inmarsat's full global coverage.

Challenges

When choosing a new satellite communications system, Nordic Tankers was looking to remain within their current monthly communications budget of \$2,400 while increasing their functionality and capacity beyond that of their original Inmarsat Fleet service.

The Solution: TracPhone V7 and mini-VSAT Broadband

"We chose to switch to mini-VSAT Broadband because it is a more affordable solution and also offers us more advantages for support and crew retention," explains Michael Mark, vessel IT manager. "We are utilising the system for remote support as well, which in the long run, will result in significant savings."

The TracPhone V7 also makes it easy for the crew to keep in contact with family and friends during their time at sea. "All of our crew members are very happy with the new Internet onboard. They can now read newspapers, exchange messages via e-mail and crew mail, and even use Windows Live Messenger," Mark explains.

Nordic Tankers is now using the 60 cm TracPhone V7 antenna's multiple voice service lines, broadband Internet, e-mail, and data access throughout the mini-VSAT Broadband network's global coverage area. They will also continue to benefit from their original Inmarsat Fleet F77 systems and service thanks to the TracPhone V7's full compatibility with Dualog software.

"The Dualog Connection Suite helps us keep track of all the programs running at any given time, including Chartrack, Star IPS/CPS, Windows Live Messenger, and many others. The Dualog software ensures that the vessel always has access to reliable satellite communications even when we are outside the mini-VSAT Broadband coverage area. When we leave the mini-VSAT Broadband coverage area and the software switches over to our Fleet F77 system and the more expensive Inmarsat Fleet service, it only allows for the basic, fundamental functions that we performed using the F77 before installing the TracPhone V7 systems," says Mark.

Nordic Tankers chose to take advantage of KVH's hardware lease program to eliminate any upfront investment on the hardware while the cost savings achieved by using the mini-VSAT Broadband service save enough in service charges to cover the monthly lease payments.

Company Info

Nordic Tankers is a Danish shipping company listed on the OMX Nordic Exchange and headquartered in Holstebro. The shipping company owns, wholly or in part, 15 tankers and operates about 55 chemical tankers. The chemical tankers are in the range of 3,500-25,000 dwt and Nordic Tankers handles commercial operation and the major part of the technical management as well. The product tankers are in the LR1 and the handysize segment and are operated in two pools, which also include vessels from other shipping companies. The two pools are leading market pools compared with the other players in the shipping segment in question and they are administered by Torm and Maersk Tankers.

Nordic Tankers has ordered 22 TracPhone V7 satellite communications systems from KVH.

The first stage of deployment included six tankers:

- Nordic Marianne (DWT 6,228)
- Clipper Leander (DWT 10,098)
- Clipper Nadja (DWT 5,767)
- Clipper Legend (DWT 10,052)
- Clipper Loyalty (DWT 9,941)
- Harbour Cloud (DWT 16,881)

Additional Resources

About Nordic Tankers:
www.nordictankers.dk/en-com

About Polaris Electronics A/S:
www.polaris-as.dk

KVH's mini-VSAT Broadband service: www.minivsat.com

Nordic Tankers Creates Ideal SATCOM Solution Using TracPhone V7 & Dualog Software

“Plug and Play” Installation and Activation

“We don’t need a crane to lift the TracPhone V7 equipment, which makes the installation easier and less expensive than other solutions,” Mark explains. To increase savings and ensure that the cost of installation remains as low as possible, Nordic Tankers’ vessel IT employees received special installation training from Polaris Electronics, KVH’s certified Danish distributor. Polaris provided a unique TracPhone V7 installation kit for the Nordic Tankers vessels so that the crew would have all the materials needed to complete installation on their own. Nordic Tankers created their own installation guides with the knowledge they acquired from these resources. The crew onboard are using these guides to perform TracPhone V7 hardware installations going forward and the vessel IT employees are following each installation remotely, installing the Dualog software once the system is online. A captain aboard one of Nordic Tankers’ vessels oversaw one of these installations, and reported that crew members were able to install the system, using the manual, without needing any additional support from IT staff.

The Dualog software makes it possible for Nordic Tankers to log and control e-mail traffic and access all communications equipment through a local area network (LAN), reducing the need for excess cables and wiring. The software routes all communications through the TracPhone V7 while the vessel is traveling within the mini-VSAT Broadband coverage area. When the vessel enters a region where mini-VSAT Broadband service is unavailable, the Dualog software switches all communications to the Fleet service. Cost effective measures are then implemented, such as limiting access for personal use until the more affordable mini-VSAT Broadband service becomes available again. This solution makes it easy for crew members to utilise a wide variety of applications in a cost-effective manner, with an ideal balance of the mini-VSAT Broadband and Inmarsat services.



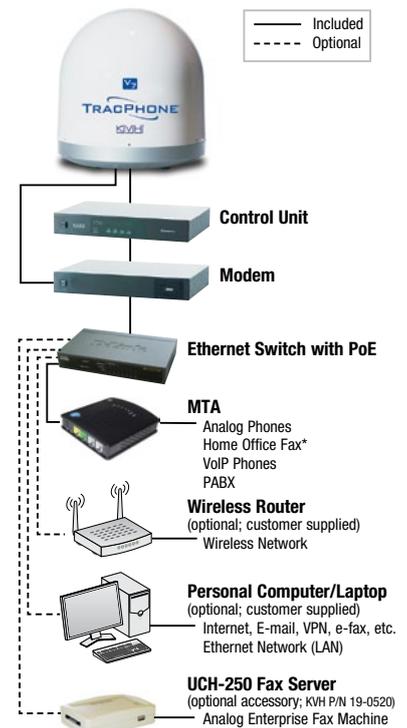
Clipper Tankers’ chemical tanker Clipper Leander is one of 22 vessels that will be equipped with KVH’s TracPhone V7 and mini-VSAT Broadband service.

Results/Impact

The TracPhone V7 and mini-VSAT Broadband have made it simple and cost-effective for Nordic Tankers’ vessels to communicate with their onshore offices. “Over time, we will save a lot on support resources, since most support functions can be performed remotely with the TracPhone V7. We recently reinstalled a communications computer onboard, through which all of our main software is installed remotely by staff on shore. We expect that we will save a significant amount on travel as we implement this remote process,” says Mark.

About KVH Industries, Inc.

Middletown, RI-based KVH Industries, Inc., and its wholly owned subsidiaries, KVH Europe A/S and KVH Singapore, are leading providers of in-motion satellite TV and communications systems, having designed, manufactured, and sold more than 150,000 mobile satellite antennas for applications on vessels, vehicles, and aircraft. KVH’s mission is to connect mobile customers around the globe with the same digital television entertainment, communications, and Internet services that they enjoy in their homes and offices.



* Faxing over Internet Protocol can be unreliable at times, therefore KVH highly recommends that those customers who demand an enterprise-grade fax solution should take advantage of our optional accessory – the UCH-250 Fax Server.



The KVH TracPhone V7 is 85% smaller in volume than traditional VSAT antennas, making installation significantly easier and less expensive.

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