

# Trident Seafoods Chooses KVH's mini-VSAT Broadband to Support Web-based Fishery Management Programs

## Summary

Trident Seafoods of Seattle, WA, recently chose KVH's TracPhone<sup>®</sup> V7 satellite communications system and mini-VSAT Broadband<sup>SM</sup> service to provide Internet and voice services for business communications and crew morale aboard six of its 130-162' trawl catcher vessels operating in the Bering Sea.

"We were looking for a solution to support our vessel-to-vessel and vessel-to-shore business communications, as well as for longer term web-based fishery management programs currently in development. In addition, we have seen a boost in crew morale due to the increased opportunities for them to stay in touch while being gone for extended periods," says Christian Asay, operations manager for Trident Seafoods Corporation. "We knew we wanted broadband, considered KVH a reputable operation, and like the mini-VSAT service plans because they allow us to accurately budget and control our communications costs without any month-end billing surprises."



Trident Seafoods currently uses KVH's TracPhone V7 on six trawl catchers, including the 132' *Arcturus*.

## Challenges

Finding a satellite communications system that is easy to install and comes with affordable, reliable service is difficult enough. However, Trident Seafoods is a sizeable operation, so communications costs need to meet strict monthly budgets while supporting day-to-day business functions like e-mail and fishery management, all of which can quickly eat up large amounts of bandwidth. Crew communications can do the same, but is available onboard all Trident vessels as one of the company's initiatives to offer crew members the best work environment possible.

## The Solution: KVH's TracPhone V7 and mini-VSAT Broadband service

"We really like the controlled cost of the monthly mini-VSAT Broadband rate plans," Asay explains. "While the cost is actually a little bit higher than what we were paying with our old MSAT systems and their pay-per-minute plans, we have gained so much operational efficiency with the TracPhone V7s that we deemed the slight cost increase completely justifiable. We can use the mini-VSAT Broadband service much more without any added cost, and we can move data, which is a valuable tool that we didn't have before. I also determined that mini-VSAT Broadband is far more cost-effective than the other 'pay-as-you-go' VSAT plans that we considered."

While budgetary considerations determined that mini-VSAT Broadband service would best fit Trident's needs, the TracPhone V7 hardware was specifically requested by Trident vessel captains. "The recommendation for the TracPhone V7 actually came from some of the captains operating our vessels – they had heard about it from other captains," Asay explains. "They are very pleased with the system, specifically as it pertains to the ability to e-mail photos for hard-to-find parts, access weather reports, and communicate them to the rest of the fleet. The system is an important communications and data access tool that helps Trident vessels operate under various fishery management programs."

## Company Info



Trident Seafoods Corporation is a privately held, American-owned seafood harvesting and processing business. The company was founded by Alaskan king crab fishermen, and a dedicated network of fishermen remains a cornerstone of its success. Trident Seafoods Corporation is committed to the highest standards of quality in seafood handling and customer relations, which have enabled the business to grow continuously since it was founded in 1973.

Trident processes and sells premium fresh-frozen seafood products under several popular brand names:

- Louis Kemp<sup>®</sup>
- PubHouse<sup>®</sup>
- Rubinstein's<sup>®</sup>
- Sea Alaska<sup>®</sup>
- Tulip<sup>®</sup>
- Faust<sup>®</sup>
- Prelate<sup>®</sup>
- Whitney<sup>®</sup>
- Trident<sup>®</sup>
- Portlock<sup>®</sup>

## Additional Resources

**About the TracPhone V7 and mini-VSAT Broadband:**  
[www.minivsat.com](http://www.minivsat.com)

**About Trident Seafoods Corporation:**  
[www.tridentseafoods.com](http://www.tridentseafoods.com)

**About KVH Industries, Inc.:**  
[www.kvh.com](http://www.kvh.com)

## mini-VSAT Broadband Improves Trident Seafoods' Efficiency

### Hassle-Free Installation and Activation

All six TracPhone V7 installations were performed in Dutch Harbor, AK, and went smoothly. The mini-VSAT Broadband service activation was problem-free as well, taking just a couple of days, and the network continues to meet Trident's expectations.

"We're very pleased and plan to add more TracPhone V7 systems to our fleet in the future," says Asay.

### Results/Impact

"Even though we still have MSAT phones onboard the vessels, we rarely use them or the Inmarsat C systems, which are now used only for very limited text messaging. The TracPhone V7 and mini-VSAT Broadband are our go-to solution for all business and crew communications on these trawl catchers," Asay says.

In addition to supporting Trident's vessel-to-vessel and vessel-to-shore business and crew communications, the six TracPhone V7 systems are also an insurance policy of sorts. Asay sees a strong trend toward web-based catch reporting and fishery management, as well as fishermen sharing important information about fishing conditions in various locations. He feels that having mini-VSAT Broadband aboard Trident's vessels offers them a unique opportunity to take advantage of these resources even as they are developing, giving the company a competitive edge.



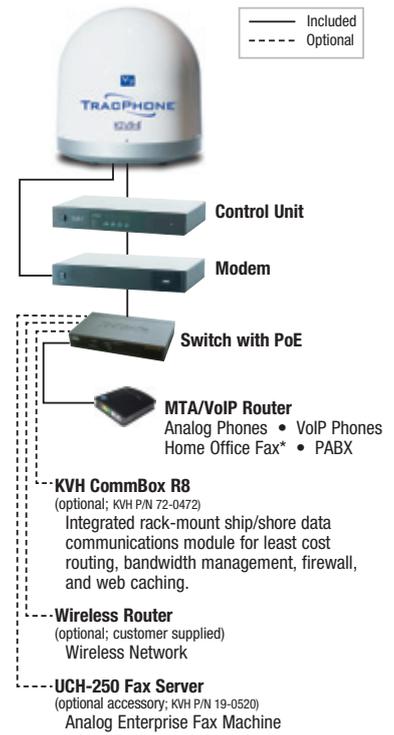
KVH's reliable mini-VSAT Broadband service helps Trident SeaFood's fishermen stay connected to vital resources while at sea.

They've been so successful that Trident plans to purchase another five TracPhone V7 systems for other trawl catchers, ranging from 99' to 162', and Trident is considering installing systems on several other vessels in the near future, including one of Trident's large processing vessels.

"The future of catch and bycatch management in the Bering Sea is likely going web-based," he predicts. "Without full-time broadband onboard, boats have to wait until they get in to find out bycatch rates and other pertinent data. Thanks to mini-VSAT Broadband, I feel our boats will have a distinct advantage by having full-time access to this data as well as blog sites to find and share information about the fishing grounds."

### About KVH Industries, Inc.

Middletown, RI-based KVH Industries, Inc., and its subsidiaries 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 order the optional 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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