

Nordic Maritime Singapore Chooses mini-VSAT Broadband for Vessel Communications and Crew Morale

Summary

Singaporean ship owner and management company Nordic Maritime Singapore Pte. Ltd. is using KVH's mini-VSAT BroadbandSM service to support high-bandwidth communications needs aboard its global fleet of seismic survey vessels, chase boats, PSV/AHTS vessels, crew boats, diving support vessels, and offshore construction vessels. For crew aboard these vessels, the global service and KVH's TracPhone[®] V7 antenna are the key to staying connected with other vessels, offices on shore, and loved ones at home.

Nordic Maritime chose KVH's TracPhone V7 and global, spread-spectrum mini-VSAT Broadband network as its new day-to-day onboard communications solution. While their existing MarLink and Inmarsat C solution is still used on occasion, mini-VSAT Broadband is used for all day-to-day business and crew communications, and Nordic is seeing a significant decrease in monthly communications costs from the \$5,000-\$12,000 USD they were spending per vessel previously.



Nordic Maritime relies on KVH's mini-VSAT Broadband network to support both business and crew operations in a reliable, affordable manner.

Challenges

"Communication on commercial vessels is more convenient and cost-effective than it has ever been," explains Grace Ong, vice president of administration at Nordic Maritime. "Establishing reliable communications between vessels will help our company to save costs on maintenance, purchasing, and every aspect of the business. It also boosts crew morale, because it's important to our crew members to stay in touch with their loved ones when they are away from home."

Even with VSAT and other technologies offering smaller, less expensive maritime satellite communications, recent trends in the global economy are affecting shipping companies' ability to fully deploy these kinds of services. "The past few years have been difficult for our industry," explains Ong. "We will improve our budget for crew welfare as budgets allow, but for now, we're happy to be able to offer them more connectivity, which we can do because of the affordability of the mini-VSAT Broadband service."

The Solution: TracPhone V7 and mini-VSAT Broadband from KVH Industries

At 27" (69 cm) high and 26" (66 cm) in diameter, weighing 60 lbs. (27 kg), the TracPhone V7 is 85% smaller and 75% lighter than standard 1.2 meter VSAT systems. Hardware this light and compact is important for commercial vessels, since installation downtime and space onboard often come at a premium.

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Company Info



Nordic Maritime Singapore Pte Ltd. is a Singaporean ship owner and management company that provides a range of offshore marine services. Nordic Maritime vessels operate in the Middle East, India, China, Southeast Asia, Australasia, and Russia. Its extensive fleet operations and management experience include specialized vessels such as: seismic survey vessels, chase boats, PSV/AHTS vessels, crew boats, diving support vessels, and offshore construction vessels.

Nordic Maritime operates in strict compliance with the International Maritime Organisation's (IMO) International Safety Management Code (ISM) and ISO 14001:2004, accredited by Det Norske Veritas (DnV) and Russian Maritime Register of Shipping respectively.

Additional Resources

About Nordic Maritime Singapore Ptd. Ltd.:
www.nordic.com.sg

About KVH's TracPhone V7 and mini-VSAT Broadband service:
www.minivsat.com

TracPhone V7 Makes Vessel Connectivity a Reality Within Real Budgets

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“We chose the TracPhone V7 because the small hardware makes for a simple, cost-effective installation and doesn’t take up too much space on the vessels. We were also impressed by the quality of the mini-VSAT Broadband network, the flexible airtime plans, and the convenience of KVH’s global support network,” says Ong. In an industry where vessel budgets are complicated and closely managed, KVH’s flexible, affordable mini-VSAT Broadband airtime plans and simplified billing are a noticeable benefit.

Ong explains, “We are taking advantage of KVH’s lease program and we can already see the reduction in our monthly communications costs. Also, the mini-VSAT Broadband airtime bill is much clearer than the bills we received from our former airtime providers.”



KVH’s TracPhone V7 compact design allows for installations that minimize both cost and downtime for the ship operator.

Installation and Activation

Nordic Maritime’s TracPhone V7 systems were installed by Can Traders, a certified KVH distributor in Singapore. According to Ong, all of the installations were completed quickly and easily by Can Traders’ trained staff, with all required supplies readily available. Activations were completed on the same day as the installations.

Nordic Maritime is also using “middleware” software to help them use the TracPhone V7s and their pre-existing communications solutions as efficiently as possible. This software allows Nordic Maritime crews to pre-determine the conditions under which each solution will be used, resulting in cost savings and consistently reliable service from all of the equipment onboard.

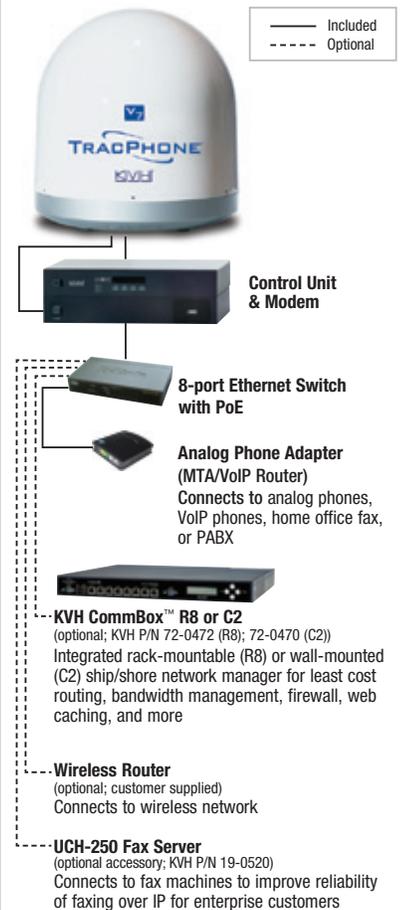
Results/Impact

Nordic Maritime crews and management are happy with the performance of their new TracPhone V7 antennas and with the mini-VSAT Broadband network’s expanding coverage area. “We are pleased with the network’s performance over the past few months, and we are particularly excited that coverage is available in the Indian Ocean,” says Ong.

“Among the many benefits of choosing mini-VSAT Broadband as our day-to-day communications solution, the greatest is the convenience it offers our crew members and our staff on shore,” she continues. “The effortless communication between the vessels and our offices allows workers to talk to one another, share required information, and clarify messages, all of which help the operation run more smoothly. Of course, being able to do all of this and remain within a reasonable budget is a great benefit, as well!”

About KVH Industries, Inc.

KVH Industries, Inc., and its subsidiaries are leading providers of in-motion satellite TV and communication 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. The company is based in Middletown, RI, with facilities in Illinois, Denmark, Norway, and Singapore.



Standard VSAT dome
48" w (1.2 m), 250 lbs (114 kg)

TracPhone V7 dome
26" w (0.66 m), 60 lbs (27.2 kg)

85% smaller in volume than traditional VSAT antennas, TracPhone V7 is easier and less expensive to install.

For TracPhone V7 sales and technical inquiries, contact:

Mr. Steven J. Griffin

Commercial Marine Sales Manager
KVH Industries, Inc.
sgriffin@kvh.com
+1 401.845.2434

