

Mowinckel Ship Management chooses KVH TracPhone V7 for shipboard operations, crew welfare

Summary



KVH's TracPhone V7 was installed aboard Mowinckel's Lycian to support shipboard operations and improve crew welfare.

Mowinckel Ship Management AS chose KVH's TracPhone® V7 and mini-VSAT Broadbandsm service as an affordable day-to-day satellite communications solution for operations and crew welfare. The TracPhone V7 will work alongside existing Inmarsat Fleet and GSM telephone systems which will serve as backup solutions and ensure GMDSS compliance. Mowinckel manages ships for J. Ludwig Mowinckels Rederi and Mowinckel Tankers International, and their fleet is mainly composed of chemical tankers that travel throughout Northern Europe and the North Sea as well as the Mediterranean.

Crews are often at sea for long periods, with vessels contracted for as long as three years at a time, making reliable and affordable satellite communications necessary not only for day-to-day business operations and ship management, but for crew welfare as well.

Challenges

Mowinckel, faced with a growing need for expanded broadband communications, needed to find a compact solution that offered increased data and voice access while staying within their monthly airtime budget of \$2,500 per vessel and allowing them to use their existing GSM and Inmarsat Fleet systems as backup. Space aboard chemical tankers comes at a premium – both above and below decks – so equipment must be compact and adaptable to unique installation scenarios, especially when multiple pieces are fielded together. Plus, Mowinckel's ships utilize Dualog Communicator, a software solution designed specifically for maritime applications, along with other services like Lotus Notes and Microsoft Outlook, so their satellite communications equipment must be compatible with a variety of software platforms.

The Solution: TracPhone V7 and mini-VSAT Broadband service from KVH Industries, Inc.

Working with one of KVH's certified distributors, Polaris Electronics in Norway, Mowinckel arranged a trial period with one TracPhone V7, after which they decided to install and activate systems on seven vessels.

The TracPhone V7 and mini-VSAT Broadband service meet Mowinckel's business and crew welfare needs, supporting applications like Lotus Notes Domino and Dualog Communicator while also providing access to the Internet and the company's maintenance, purchase, and quality assurance systems. The monthly airtime costs of the mini-VSAT Broadband F3 rate plan meet Mowinckel's budget, providing data service at 256 Kbps and two lines of enhanced Voice over IP (VoIP) telephone service. This allows the crew on each vessel to easily manage the ship's business and physical operations, as well as utilize telephone, e-mail, and Internet services to stay in contact with loved ones while at sea.



The TracPhone V7 is installed on a pole mount above decks. Its compact, rugged design allows for flexible installation options that meet the needs of virtually any vessel.

Company Info

Mowinckel Ship Management AS

Bergen, Norway



Mowinckel Ship Management AS (formerly Vista) is an independent ship management company, fully owned by AS J. Ludwig Mowinckels Rederi in Bergen, Norway. Presently the Mowinckel fleet consists of a growing group of tankers that sail under the Norwegian and Bahamian flags and are classed with Det Norske Veritas.

Mowinckel Ship Management AS is certified according to the ISO 9001:2000 and ISO 14001:2004 standards, and has developed an integrated management system combining the ISO standards and the ISM code.

Typical Mowinckel Tanker Stats

Length: 108 m
Beam: 16 m
Draft: 6 m
Deadweight tonnage: 5.5
Gross tonnage: 3.99
Net tonnage: 1.8

Additional Resources

About Mowinckel:
<http://www.mshipm.com>

About Polaris Electronics Norge:
<http://www.polaris-as.no>

KVH's TracPhone V7 and mini-VSAT Broadband service:
<http://www.minivsat.com>

KVH's commercial maritime solutions:
<http://www.kvh.com/commercial>

Mowinckel Relies on KVH for Affordable Satellite Communications

The Solution: TracPhone V7 and mini-VSAT Broadband service from KVH Industries, Inc. (continued)

“We were particularly impressed with the TracPhone V7’s small size and affordable airtime,” says Runar Gaarder, ICT Manager for Mowinckel Ship Management. “We are excited to have a new solution for day-to-day shipboard satellite communications that is both affordable and easy to install alongside our existing Inmarsat and GSM systems. This helps to keep our business operations efficient, and allows the crew to use the services to stay in touch with their loved ones. This is especially important, because in our industry retaining quality crew and officers is essential.”

At 69.5 cm high and 66.5 cm in diameter, weighing just 27 kg, the TracPhone V7 antenna is 85% smaller by volume and 75% lighter than standard VSAT antennas, meeting Mowinckel’s need for compact equipment. The antenna domes are installed on pole mounts or pedestal mounts, and the belowdecks equipment integrates easily into the areas where crew members use computers.

Plug and Play Installation and Activation

“We were delighted to deliver these TracPhone systems to Mowinckel,” says Stig-Are Thrana of Polaris Electronics Norge AS. “We provided one system for a trial period, so that Mowinckel’s crews could test and use the equipment and be sure that this solution met their business and crew welfare needs. After this period, they decided to install the TracPhone V7 on a larger portion of their fleet. Our goal as a provider is to be flexible and help our clients choose the best solution for their needs, and in this case, that solution was absolutely the TracPhone V7 and mini-VSAT Broadband.”

“The TracPhone V7 systems were easy to install because of the small antennas and small belowdecks equipment,” explains Mr. Gaarder. “All the system components delivered the performance they promised, and the activation process only took about 3-4 hours per system.”



The TracPhone V7 belowdecks equipment integrates perfectly with this workstation aboard Mowinckel’s *Lycian*.

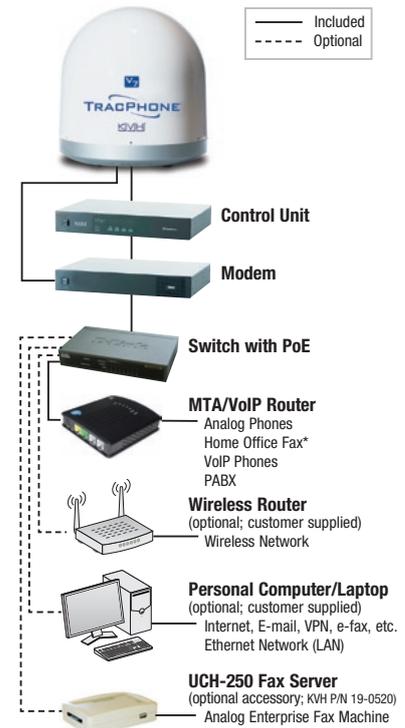
Results/Impact

“The systems are performing very well,” says Mr. Gaarder. “We were able to install a very important feature, a firewall with an access list, which allows us to limit use of bandwidth-consuming applications such as streaming video and downloading music. This is very helpful in managing monthly costs.”

He goes on to explain, “Having remote access to the company’s IT system onboard allows for better and faster service, and we’ve been very pleased with the continued support of KVH’s distributor, Polaris Electronics.”

About KVH Industries, Inc.

Middletown, RI-based KVH Industries, Inc., and its wholly owned subsidiary, KVH Europe A/S, 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 by volume than traditional VSAT antennas, making installation significantly easier and less expensive.

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