

Seaway Heavy Lifting agrees IT support deal

www.imtechmarine.com

Imtech Marine has signed an Advanced Support Agreement for a second crane vessel with Seaway Heavy Lifting (SHL), covering all of the systems onboard, including VSAT, computers, navigation and communication equipment.

The maritime transport and offshore construction services company has been a customer of Imtech Marine and Radio Holland for many years, and in December 2011 decided to place its crane vessel Oleg Strashnov under an Advanced Support Agreement.

The company has now decided to do the same for a second crane vessel, the Stanislav Yudin.

"After experiencing the benefits of Imtech Marine's Advanced Support Agreements for several months on the Oleg Strashnov, we didn't hesitate to place the Stanislav Yudin under the same arrangement," said Peter Dekkers, techni-

cal superintendent at SHL.

Remote maintenance of the onboard systems is a crucial aspect of this service, according to Mr Dekkers. He gives the example that Oleg Strashnov has recently been working in the Indian Ocean and it can take six weeks to get a permit for a service engineer to get onboard if there is a problem.

"When the vessel went offshore, the crew discovered there were certain issues with the telephone system but Imtech Marine was able to carry out a remote repair, ensuring that we had the telephone lines in all of the right positions on the ship and that all the connections were there for ingoing and outgoing calls," he said.

"But imagine if this had happened and we had to wait for an engineer to get a permit."

This remote maintenance is managed by Imtech at three dedicated Global Technical Assistance Centres in

Rotterdam, Houston and Singapore.

"By monitoring the systems 24 hours a day we can see if there is trouble with the internet, for instance, and restore connections before the crew even notices," said Frank Berends, Radio Holland manager technical helpdesk.

"We are able to tackle the issues in real time, while the vessel is sailing."

One way that this kind of support can prevent problems is through temperature monitoring.

"When a working temperature is between 40-50 degrees Celsius, we can take action if we see it getting higher, thus preventing any problems before the equipment starts to fail," said Mr Berends.

"By monitoring, we can carry out preventive maintenance and avert mass failure of equipment or we can advise the crew to take action if we cannot repair it remotely. Then Imtech Marine can get the right spare parts and an engineer ready for the next port of call."

Multi-country SIM from Gentay

www.gentay.co.uk

Gentay has launched its Low Cost Global Roaming SIM Card, targeted at roaming office based ship managers and vessel based users of cell phones facing high roaming charges.

The new product utilises multi-IMSI (International Mobile Subscriber Identity) technology, to offer connectivity worldwide but charged at local rates for both voice and data.

The SIM card also has the facility to incorporate multiple numbers, with the aim of also reducing the cost of incoming calls.

Gentay claims that the SIM card can offer reductions in roaming cell phone bills of between 60 and 80 per cent in comparison with roaming contracts offered by local cell phone service providers.

The company notes that, for example, typical roaming costs of data for non-domestic cell phone providers in the UK is £10 per MB but is £0.10 per MB with the new product. Equally, a voice call from the US to Australia can cost £2.40 per minute with a roaming cell phone in the US but £0.10 with the Low Cost Roaming SIM Card.

The SIM card uses the same regular cellular networks as all roaming mobile phones, and so offers the same quality of service. It does not require any unique local codes or PINs, or the manual selection of designated preferred service carriers in destination countries.

Upon activation of the cell phone in the destination country, the SIM card will search for the strongest signal carrier and automatically connect.

"The maritime industry is reliant on communications to manage the day to day operations of the company and, with the escalating cost combined with the need for increasing global coordination, communication budgets are stretched to breaking point," said Martin Nygate, director at Gentay.

"The Low Cost Global Roaming SIM Card is a 'no risk' way to reduce your communications budget without any changes to your day to day work pattern."

"With a 90 day cancellation policy without penalty, the Low Cost Global Roaming SIM Card allows you to experience the service and cost reduction without 12 or 24 month financial penalties."



The main mast of the Oleg Strashnov, as seen from the helideck

Orbit introduces Ka-ready antenna

www.orbit-cs.com

ORBIT Communication Systems has introduced its new OrSat300 VSAT antenna, which it describes as "Ka ready."

The 1.15m maritime stabilised VSAT antenna is built to support a range of configurations with different RF packages (Ku-band or Ka-band or X-band) and BUC power levels.

"OrSat300 leverages breakthrough technology to meet both current and future needs," commented Ofer

Greenberger, CEO of ORBIT Communication Systems.

"As a Ka ready system, OrSat300 allows our customers to significantly improve their return on investment and reduce overall cost of ownership for equipment spanning multiple technology generations."

This new antenna will join ORBIT's range of products which the company says are installed on over 3,500 marine platforms, including naval vessels, cargo ships and ocean liners.

NSSLGlobal extends VSAT network

www.nsslglobal.com

Satcom provider NSSLGlobal is continuing the development of its DVB2-RCS VSAT network with the addition of new coverage areas, increasing the footprint of the network in East Africa and South America.

The new coverage areas are provided by the SES-4 satellite.

Two new beams will be operated out of NSSLGlobal's Jacksonville Hub; the first providing coverage around South America, the second covering the territo-

ries of North Africa, including The Gulf of Aden, Somalia, Ethiopia, Uganda, Kenya and the south of Sudan.

"At NSSLGlobal we are committed to the ongoing development of our network," said Sally-Anne Ray, chief operating officer at NSSLGlobal.

"These new spot beams provide coverage in two of the world's fastest growing territories; the improved coverage in South America and East Africa will ensure that NSSLGlobal is fully equipped to meet the increasing coverage needs of our customers."