



- Case Study

- ABC Maritime XpressLink
- Dorian Hellas Large Allowance

[Page 02](#)

- News

- Changes to FBB Early Termination Fees

[Page 03](#)

- Digital Ship

- Digital Ship Scandinavia
- Digital Ship Hamburg

[Page 04](#)

- Events- Promotions

- AMMITEC Pitta Cutting
- The South America GS Adventure returns

[Page 04](#)

# 香港歡迎你

# Welcome to Hong Kong



On February 1<sup>st</sup> Navarino opened its Hong Kong office in a move to reinforce its existing presence in the Asian market. Situated on Gloucester Road on Hong Kong Island, the office will serve to further develop Navarino's existing customer base and to support our existing customer base in the region.



*Neich Tower where the office is situated*

Customers there will be able to receive first level support services, commercial presentations and also arrange live Infinity demonstrations, either in the Navarino premises or their own.

The team running Navarino Hong Kong

have years of experience in the maritime satellite communications industry with a strong record of business development and high level support capabilities.

Panos Tsikopoulos, Navarino Commercial Director explained that 'Hong Kong is one of the most important shipping centres in the world. Opening an office in Hong Kong demonstrates our continued commitment to our customers, as we continue to support our focus on organic growth through investments in people and business support for the benefit of all customers.'

The Navarino Hong Kong office will work closely with our headquarters in Piraeus, as well as our existing offices in Norway, Singapore, UK and Germany to enhance our service to customers. We are pleased to have founded an office with such a strong team in Hong Kong and I am sure the inherent benefits of having a local presence will be reflected very quickly in the services our customers receive. This will in turn strengthen our relationships with both existing and prospective clients in the area, so we are very excited to expand Navarino's reach to Hong Kong, one of the most dynamic and demanding regions for our industry.'

## Editor's note



by Christian Vakarelis

This quarter I would like to touch on the important changes I see that are occurring in the relationship between shipping company and satcom provider. The role of satellite communication provider is evolving beyond a simple supplier relationship with customers. We are no longer in a world where we are providing only airtime and hardware. As the need for data communications increases, and connectivity with vessels becomes more and more vitally integrated with the office, your relationship with your satellite communication provider becomes ever more complex and dependent. It is no longer enough to insert a sim card into a mini m terminal, or to activate the MPDS channel on a Fleet 77. Today a satcom supplier must be able to work with you to cover a much wider range of needs and requirements to help you optimise your bandwidth. For example, they need the capability to help ensure that a vessels network of multiple computers is fully integrated with your office, to provide you with in depth traffic analysis to monitor the usage of your vessels business and crew traffic, to be able to provide high level technical and IT support, and most of all be a company you can trust to get the job done efficiently and reliably at all times. At Navarino this is a role that we welcome and pride ourselves on having all the capabilities our customers expect in the modern communications world. We are in many ways becoming an extension of our customers IT departments, and we only expect the relationship between ourselves and our customers to become even more intertwined in future, a challenge which we look forward to working with you on.



## Case study

### ABC Maritime

In this case study we shall be examining one of our Swiss customers, ABC Maritime. ABC Maritime manages commercially and technically a fleet of 30 vessels ranging from highly sophisticated chemical carriers to oil tankers operating in short haul trades, to specialised Caspian Sea traders with one of their vessels in a port somewhere in the world every 15 hours. The group has grown to being one of the world's leading providers of floating accommodation barges in West Africa and major names in the world of Oil, Offshore and Finance consider ABC as Strategic Partners. Their headquarters are on the shores of Lake Leman in Nyon near Geneva.



In the summer of 2012 ABC tendered for satellite communication providers asking for solutions to offer internet to their diverse fleet of vessels, and also to expand the possibilities for business communication. Previously the fleet had been using a mixture of Fleet 77, Fleet 55 and some Fleet Broadband terminals on the 200MB or 3 GB plans. Following the tender process, ABC Maritime selected Navarino as the satellite communication provider for the entire fleet, selecting a range of our solutions.



One group of vessels which operate globally and are ocean going will roll out and install XpressLink with Infinity from Navarino. These vessels will be taking advantage of the global coverage the solution offers, whilst enjoying the fixed fee advantage. Infinity will be used to optimise all traffic, whether it is passing through the VSAT or the FBB antenna, and crew will be allowed internet access through the use of Pins.

For the remaining vessels, some of which are coastal traders around West Africa, a Fleet Broadband 500 or 250 terminal is installed on the Inmarsat 6 GB plan along with Infinity. These vessels did not have the space or requirements for both a FBB 500 and a VSAT antenna that Xpresslink requires. Again, the crews are able to get online by buying Infinity pins from the master and using their own devices to connect through various wifi access points on board.

ABC Maritime has also implemented the Navarino Infinity VOIP system. This system consists of Infinity being installed not only on board vessels, but also in the ABC Maritime offices in Nyon, creating a special VOIP channel between vessel and office. This means that the cost for calling vessels has been greatly reduced, compared to the cost of calling Inmarsat terminals through the local Swiss telecom provider, and also provides the convenience of each vessel having a fixed three digit extension number that can be dialled directly from the telephones in ABC Maritime offices.

Since the project has begun several of ABC Maritime vessels have been equipped with FBB 500s, either as precursor to the Xpresslink installation or simply to begin offering crews the internet access on the 6 GB plan.

### Dorian Hellas

Dorian (Hellas) S.A. are technical managers of a fleet of 6 ships, consisting of 4 very large gas carriers, 2 crude oil tankers and one fully pressurized LPG carrier.

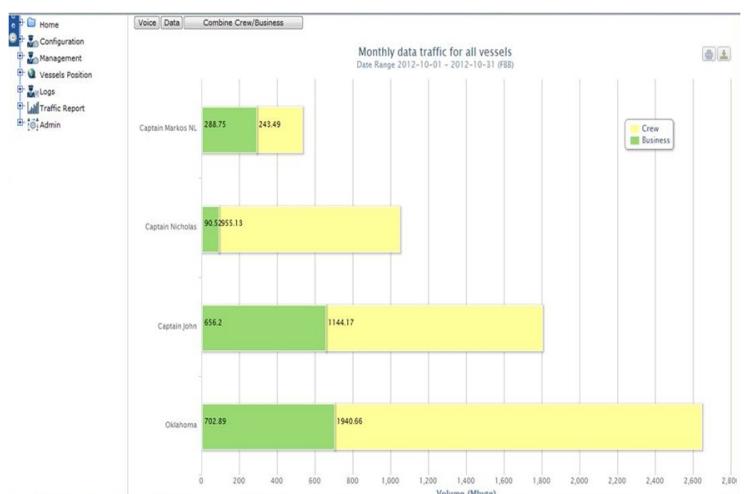


Recently they have upgraded the satellite communications of their fleet in response to a growing need for more business communication options and the intention to offer their crew internet access.

The solution that Dorian has chosen is Inmarsat Fleet Broadband and Infinity, using a mixture of FBB 250 and FBB 500 terminals. Each ship is on the 3GB plan, which allows a mixture of data or voice minutes. Since the project began they have been using the new set up to remotely access and administer the computers on board, provide remote crew training, activate live feeds for different applications and were pleased to be able to increase the size limit on business emails for attachments and so on up to 10 MB, which has streamlined their operations and makes communicating large files much more cost efficient than on the previous set up that used the Inmarsat 200 MB plan. Dorian have also created a special account for visiting superintendents, who are able to login using their own dedicated Infinity account and have access to voice calling, email and internet when they visit vessels.

Thanks to Infinity, the crew are able to share and subsidise the 3GB allowance plan with the shipping company, by purchasing Infinity pins for either voice or data (pins of 25MB are offered). All crew usage consumes part of the 3GB allowance, and if in one particular month more than 3 GB is used by the crew, the cost is borne by those users, not the shipping company. Dorian have setup a dedicated computer on board which the crew can use to get online, and also provided wifi access points throughout the ship so that the crewmembers can also connect using their own devices.

On shore, the office is able to use the Infinity Hub to monitor usage in near real time, and can see how much of the traffic generated is crew use (in yellow below) and how much is business use (in green). Since rollout of this project both those on board Dorian vessels and on shore in the office are satisfied with the multiple new options that Infinity combined with the right Fleet broadband plan can provide.



Screenshot showing what the user sees when the crew business traffic breakdown

## News

### Change to FBB Early Termination Fees

In a welcome move, Inmarsat has recently announced plans to make Early Termination Fees (ETFs) for Fleet broadband plans more flexible. In a notice to service providers, Inmarsat Maritime Director Frank Coles said 'We will make a commitment to waive Early Termination Fees ('ETF') for vessels that will be scrapped and monthly fee waivers for vessels in dry dock or out of season layup with the time in suspension added to the end of the contract period with no penalty. These changes are expected to assist in removing the barrier to the vessel owner or fleet manager that currently deters them from migrating their services to the more cost effective volume commitment plans.' These changes have long been requested by Navarino customers, and will mean that it will be easier than ever for customers to consider Fleet broadband packages without having to consider paying monthly fees while their vessels are not in operation and using the Fleet broadband service for a significant period of time.

### Inmarsat scoops award for top UK telecom company

Inmarsat has been named Best Telecommunications PLC in the UK Stock Market Awards 2013.

This year's shortlist proved highly competitive, with BT, Mobile Streams, TalkTalk, Telecom and Telecom Plus as fellow contenders.

The UK Stock Market Awards recognise publicly quoted companies that are "truly creating shareholder value".

#### Tremendous achievement

The awards are judged by a ten-strong panel of City of London investment firms and personal advisors, led by Russ Mould, editor of Shares Magazine.

The judges were looking for excellence in financial performance, strategic and operational development, and robust shareholder return during 2012.

"The Inmarsat team is honoured and pleased to accept this award," said Inmarsat Chairman Andrew Sukawaty.

"We have all worked tirelessly to develop our business in a way which delivers both customer value and superior shareholder returns."

"We are grateful to the prestigious panel of experts at the UK Stock Market awards and MSM Media Group for their recognition of our market performance."



### Infinity reaches milestone of 1,000 orders

Infinity continues to go from strength to strength, and Navarino currently has an order book of 1000 units with the number of completed, active installations having reached 750. The exponential growth in Infinity orders is largely due to more and more demand from shipping companies to provide crew internet and optimisation facilities to their vessels, alongside the capability to install ever more integrated business applications that link up with their offices.



### Infinity Plus increasingly popular

Infinity Plus is also seeing triple digit growth, providing as it does a highly powerful, centralised platform that though virtualisation gives users the ability to host business applications within a single hardware unit on-board ships. For example applications such as Microsoft office, ship management software and engine monitoring software can all be put onto the Infinity Plus unit, thereby providing one point of control and command for the most common maritime applications. One Infinity Plus unit can contain all the software needed for your vessel to synchronise with shore.



### Tip of the Month

For crewmembers using their laptops on board to access the internet and email this month we have a quick tip to ensure that your emails are downloaded only once, rather than each time you login.

To do this we recommend you use Microsoft Outlook as the front end for your personal emails. This will mean that your emails are downloaded once into Outlook, and then most importantly, are archived within Outlook so that you do not have to re-download them and can read them even offline. Outlook can be configured to be the email provider for many of the most popular email clients. For example with Hotmail.

To set up a free Windows Live Hotmail account in Outlook 2003 and 2007:

- 1) Download and install Microsoft Outlook Hotmail Connector
- 2) Select Outlook Connector | Add a New Account... From the menu in Outlook
- 3) Type your Windows Live Hotmail address under E-mail address
- 4) Enter your Windows Live Hotmail password under Password
- 5) Type your name under Name
- 6) Click OK
- 7) Click OK again
- 8) Restart Outlook

## Events- Promotions

### The South America GS Adventure returns



Mr. Stavros Derdas and Mr. Thanasis Vavaroutas



Mr. Stavros Derdas uses Inmarsat Isatphone Pro

The Navarino sponsored South America GS adventure has returned. Stavros Derdas and Thanasis Vavaroutas toured almost all of South America on their BMW 1200GSAdv's. Starting in Buenos Aires the duo headed south across the continent, taking in the beautiful sights and vistas of the Latin American continent. Around the New Year they were lucky enough to witness some stages of the Dakar Rally event in Chile, and as the pictures show, the terrain certainly looked suitable for rallying! Throughout the trip, the team traversed some of the most untouched and out of the way locations, so to keep in touch Navarino supplied them with Inmarsat Isatphone Pro as well as a BGAN 500 terminal and airtime, which they used to maintain contact with their support teams in Europe and with families. Navarino is proud to have been part of another adventure, and is happy to sponsor those who push the limits of communication networks, and who need the support of the world's most reliable satellite communication network, Inmarsat.

### Digital Ship Scandinavia

From January 30-31st 2013, Christian Vakarelis and Marina Angler of Navarino Norway were present at the Digital Ship event held in Bergen, Norway at the Grieghallen. The conference was very well attended and gave Christian and Marina a good opportunity to mix with customers and prospective customers in the usual relaxed atmosphere. Highlights of the presenters included one by Inmarsat Director of Distribution for Global Xpress, Mike McNally that highlighted some of the innovative features and services that Global Xpress will bring to the market. Another interesting part of the conference was the Inmarsat training session on managing bandwidth effectively, demonstrating the optimal ways to use Fleet Broadband connections while keeping consumption low. All presentations from the event are available on the Digital Ship website.



Ms. Marina Angler  
Account Manager Navarino Norway

### Digital Ship Hamburg

Another Digital Ship event took place in February 2013 in Hamburg, which was jointly attended by Christian Vakarelis of Navarino, Ray Brough of Navarino UK and Celestial Communications, the joint venture company between Navarino and Onenet. At the event, Christian Vakarelis presented some of the latest case studies of customers using Fleet Broadband and Infinity to bring crew internet to their crews and enhance their business communications.



Mr. Ray Brough  
Managing Director Navarino UK

### Pita cutting event in Piraeus

AMMITEC, the Association of Maritime Managers in Information Technology and Communications held their annual pita cutting event in February at the Piscina Café in Piraeus. AMMITEC is a non-profit organization bringing together the ICT Managers of global shipping companies and others involved in maritime IT & Communications. It aims to promote the most efficient usage of modern Technology and best practices in the global maritime sector to empower maritime ICT professionals.



The event was attended by many representatives of the greek maritime community, and Navarino was pleased to be one of the sponsors for the event. As part of the sponsorship, Navarino held a raffle competition to win an ipad, which was won by Mr Giorgos Tabouratsis of Samos Steamship, to whom we send congratulations from the Navarino sales team!