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"New innovations and technology make satcoms a necessary investment, not a cost"

This quarter we are pleased to present an interview with Mr. George Pitaoulis, Crewing Manager at ABC Maritime. ABC Maritime AG is a Swiss based, family owned ship-management company, enjoying a long tradition of providing high quality technical management thanks to a technical team of ex seagoing engineers and deck officers. Today the company manages in excess of 30 vessels, comprising a mix of tankers, bulkers and offshore. The company has installed a mix of the FleetBroadband GB plans and XpressLink, combined with Infinity, to both provide their crew with high speed internet as part of their Crew Welfare and enhance the quality of business communications between their offices and shore.



Mr. George Pitaoulis, Crewing Manager at ABC Maritime

Has the benefit of greater bandwidth through XpressLink/larger FBB plans helped ABC with crew retention? 'With retention of officers north of 90%, I have to admit that a part of it is based on the ability of our crew to enjoy a broadband connectivity on board our fleet. Though I would contest that broadband on board should be considered as an "extra benefit" but should be something that is expected to have on board. Even in MLC'06, there is reference to the ability of the crew to utilize communication systems to contact their loved ones.'

Has it also helped business communications? 'With the dramatically reduced MB/\$ rate, we have now the ability to send files that we would think twice (or three times) in the past. Sending a picture (yes, a picture can better describe some instances better than words) is not a taboo anymore. Also, we can now facilitate higher data exchange between vessel and local port agents, something that would require in the past to be done via fax and therefore need our crew to spend more time to record the data in the required forms. Now we get the form in softcopy and our officers can easier, faster and with fewer mistakes populate the required information.'

What are you able to do now that was not possible with the slower, more expensive per MB communications? 'Having installed communication servers on board, we have now the ability to solve all software problems without the need of a physical presence of IT personnel. They just log into the vessels server and remotely solve any issues as well as doing maintenance on the hard disks etc. Therefore, it not only allowing savings on the MB rates but saves the time one would need to physically attend the vessel.'

Is remote training used at all? 'All of our vessels are currently subscribed with a major provider for Computerized Based Training. We are able to alter the CBT courses offered on board remotely. Moreover, we can access the progress of our seagoing personnel training at any moment, taking into account that the data is being communicated between vessel & shore multiple times per day.'

Does the Infinity VOIP service between office and ship result in real savings? 'Picking up your VOIP telephone and calling the 3 digit vessel number is way more easy (and even more economical) than ever before. In the past, the prudent and cost conscious shore based staff would contact the vessel via an email, asking them to call back or make a short call to the vessel asking them to call back. This was done due to the fact that prices were very different when vessel to shore would be less than USD1/minute and the other way around would be multiple times that.'



Editor's note

by Christian Vakarelis

This edition of the Navarino newsletter begins with an interesting article from one of our customers, ABC Maritime, and highlights how the role of satcoms is changing from being only a cost driven consideration to one that can really bring multiple benefits to vessels.

It also sees the reassuring news that the third Global Xpress satellite was successfully launched from Baikonur. We at Navarino can't wait to experience the new bandwidths that the High Throughput Service is going to enable, and I know that many of our customers are looking forwards to giving it a try too.

Elsewhere in this quarter, we took part in an extremely well organised conference in Athens, Ship IT conference in the beautiful Athens Planetarium. It was a broad agenda with speakers from across the IT sphere, including Microsoft and Dell, so it was an honour for us to be attending.

There is exciting news from Cobham also this quarter, as they announce their new 60cm Fleet Xpress antenna, which we are sure will be as reliable and successful as their other antennas that we distribute.

We also demonstrate how Maersk Tankers are going to roll out Fleet Media to their fleet, bringing all sorts of new entertainment possibilities to their vessels.

Our Infinity development team has been really busy over the last three months, and there are several really useful new features that are about to be released in the next free Infinity update, and you can read about these on the back page.

Events and News

ShipIT conference held in the Athens planetarium



In September, Navarino was delighted to participate at the ShipIT Conference in Athens. Held in the impressive surroundings of the Athens Planetarium, ShipIT was a one-day event which aimed to present and assess the importance of Information and Telecommunications Technology (ICT) in creating best practices, innovative approaches, unique business models and tools leading to a more efficient, safer, smarter and "greener" operation of shipping companies.

The Conference, organized by Netweek magazine in cooperation with the Association of Maritime Managers for Information Technology and Communications (AMMITEC), was addressed to senior and middle-management executives of Ship Owning, Ship Operating/Managing and Ship Broker companies, looking for an in-depth analysis of how companies in the industry can use emerging ICT to improve their operations, create best practices, and assist the senior management team to respond to the increasing challenges.



Besides having a stand at the event, Navarino's Christian Vakarelis and Stratos Margaritis made the keynote presentation. Their presentation was a case study of how Maersk Tankers were using and implementing Infinity Plus across their fleet of 80 vessels. Christian Vakarelis said of the event 'It was a pleasure to participate in a conference which really focused on the broad picture for shipping companies, and we found it to be both useful and interesting to be speaking alongside blue chip companies, universities, and flag administrations.'



Giuseppe Bottiglieri chooses Infinity Plus

Argenton, our Infinity reseller based in Italy, have signed an agreement in order to upgrade the satcoms of Giuseppe Bottiglieri, a shipping company with 15 vessels of which 11 are equipped with Infinity. Giuseppe Bottiglieri's vessels are on the FleetBroadband GB allowance plan. They have chosen the Infinity Plus solution to take advantage of its Infinity Email capability and the virtualization environment. The new setup is also allowing them to use webcams to inspect problems on board, and the large allowance plans make ECDIS updates much easier and cost effective. The crews are also taking advantage of internet access.



Giuseppe Bottiglieri Shipping Company S.p.A.

Argenton & Soci

Giuseppe Bottiglieri is also making heavy usage of the Infinity VOIP service for calls between their office and vessels, which results in a significant saving over what they were paying before for calling Inmarsat terminals through their local terrestrial telecom provider calls to / from HQ, controlled and easy internet access both for the crew and the superintendents. Mr. Rosario Pacilio, the IT manager at Giuseppe Bottiglieri, explained to us what he particularly likes about the new capabilities through Infinity, 'Firstly we must say that we really find the Infinity system to be highly reliable. Our satellite communications have improved a lot in this aspect. It is also very convenient to have a single point of access which allows us to check vessel positions, enable remote access for trouble shooting, and easy access to traffic logs.'

'He continued to say 'We find the Infinity Email service very fast and efficient. For the crew they are satisfied with access to the internet via Infinity, and from the office can monitor and control the crew network to ensure that it is used appropriately and within the limits set by our company policy. Finally, we have setup a wifi access system for visiting superintendents and this really helps them to keep the roaming costs over their mobile phones under control, as instead of roaming through their mobile provider they are connecting to the vessels wifi network.' Mr Nikolas Papanikolaou, the Navarino Account Manager who is responsible for Argenton added 'We are very happy to see the positive results emerging at Giuseppe Bottiglieri through Argenton. We always choose resellers carefully, to ensure we work with competent third party resellers, and the results here reflect that policy. I think this success also reflects well upon the very feature rich suite of features that we are continuously developing through Infinity.'

Third Global Xpress satellite launched successfully



Inmarsat has confirmed the successful launch of its third satellite in the transformational Global Xpress (GX) constellation. Inmarsat-5 F3 was launched from the Baikonur Cosmodrome in Kazakhstan. Over the following weeks, the Inmarsat Operations Team will raise I-5 F3 to its final orbit, deploy its solar arrays and reflectors, and undertake payload testing. At the end of these procedures, I-5 F3 will be ready to join the first two GX satellites, which are already in orbit and operating successfully. Commercial service is expected in early 2016.

Market News

Cobham 60cm Ka Band Antenna uses innovative technology

Cobham has introduced a brand-new small VSAT antenna system, the new **SAILOR 60 GX** – which ships together with the SAILOR GX Modem Unit, all designed for the Inmarsat Global Xpress Satellites and intended to be part of a complete Fleet Xpress solution.

The new antenna has a super light design of carbon fibre composites and aluminium to keep the weight down to an astonishing 37 kg making it the lightest antennas in its class, while retaining the ruggedness and reliability of all SAILOR antennas. Meanwhile, despite the small size and low weight, it shares the same electronics and software as all other SAILOR GX products.

Sailor 60GX is delivered ready to install, with the included modem unit and Antenna Control units, to ensure quality and reliability. Installation is easy, as the terminal features a single cable between antenna and below deck unit for RF, power and data, while Automatic Azimuth Calibration and Automatic Cable Calibration enable unique 'one touch commissioning'. It also features Dynamic Motor Brakes inside the antenna, removing the requirement for mechanical brake straps whilst ensuring the antenna is kept in balance in no-power situations, at sea or during transport.



Navarino LinkedIn Page goes live for all

We are happy to announce that the Navarino LinkedIn Page is now live! We plan to use our page to share interesting news from our industry, start discussions, and as a platform that both we and our customers can use to debate and highlight the most important topics and requirements of the maritime satellite communication industry.

We urge all our customers and colleagues in the industry to take a look at our page and follow us, and look forward to hearing your thoughts there soon!

Follow us on
LinkedIn

Fleet Media set to entertain Maersk Tankers' crew



Maersk Tankers, the owner and operator of one of the world's largest fleets of product tankers, is to install Inmarsat's Fleet Media maritime entertainment service on 30 of its vessels, as part of a 12 month pilot scheme.

The 30 vessels were selected as the company was already in the process of updating communications equipment onboard and identified an opportunity to also upgrade the crew's entertainment service. Maersk Tankers Head of Vessel IT, Henning Madsen, said "We have chosen to install the new Fleet Media service as we wish to provide our employees with an entertainment system which is up-to-date, with the most recent content and frequently refreshed. We expect that our crew will welcome this new service and it will increase their level of satisfaction onboard."

Fleet Media is an innovative maritime entertainment solution, which uses Inmarsat's satellite connectivity to download the latest in Hollywood movies, international films, sports and TV shows to merchant vessels anywhere in the world. This gives crew members access to hundreds of hours of on-demand content that can be watched on a laptop, computer or an iOS or Android smart device via Wi-Fi or physical network connection.

IL WOO signs Infinity reseller agreement

Navarino is very happy to introduce the latest Infinity reseller, IL Woo Int'l Co. Ltd, based in Korea.

IL Woo Int'l was established in 1984 in Seoul. With 30 years of experience working with many European companies and providing high technology products from Europe, IL Woo provide optimized solutions and high quality services to their customers. They work in both the fields of shipping and ship building.



Infinity News and Sponsorships

Raft of new Infinity features to come in next update

The latest round of updates to Infinity are just around the corner, and in this article we look briefly at some of the most important additions to its suite of features. Expect all of these features to be made available to all Infinity users as the next update goes live over the coming weeks.

Remember that often these updates are developed as a result of feedback by our customers and users. If there is a feature you would like to see added to the Infinity portfolio, all you need to do is let your account manager know your suggestions. All suggestions are passed on to the Infinity development team, and where feasible, are developed and put into use for all Infinity units.

File to email/email to file

You can simply define any folder, file or group/pattern of files up to any depth of your file system to be used for generating an email which will be sent to an Infinity either on board or on shore and be extracted on the predefined destination.

Firewall per provider

This allows different firewall rules to be implemented across multiple providers and use different firewall zones for each of those providers (VSAT/FBB/Wifi). This gives the ability to change the behavior of the firewall based on the provider.

Address Book replication

Address book replication is the ability to connect to any LDAP server, among them MS Exchange, and collect all contacts from the Office and replicate it on vessels, thus eliminating the need for the Captain to search for email addresses as they are already on his pc, synched from the office.

One crew calling PIN for multiple networks

This is a billing platform for multiple voice networks which gives you the ability to use different tariffs per Voice provider. For example, charge one price for the crew to use the FBB Voice service and another price for using the Iridium voice service.

Quality of Service

This gives the option to tag traffic with different priority levels (low, medium, high and critical), A simple example here would be that business email will always have priority over crew traffic.

VPN with time restricted login

VPN with restricted login period is the option that Infinity provides to allow access to third parties to a specific vessel only at a predefined time period. This allows for example the Manufacturer of the engine of the vessel to connect only on Monday from 13:00 to 15:00 (vessel's time) to maintain the engine and be sure that this access will be revoked after that period has passed. It is also possible to make this a repeating rule, to allow the window of access every Monday or every 1st of the month

Areas of Interest

Finally is the 'Areas of Interest' feature. This allows you to define areas and then define actions to be taken when the vessel enters or leaves such an area, for example disabling the crew internet network if the vessel enters pirate waters.



Navarino Sponsors World Record kite surf

Navarino is delighted to announce that our sponsored kite surfer has successfully earned a world record this summer for his latest attempt at 'worlds longest kitesurf.' Francisco Lufinha's challenge involved a trip of 1,000km non stop, which he managed to complete in 40 hours on the deep waters of the Atlantic Ocean under challenging weather conditions, strong winds and high swell. The route started in Lisbon, and over the course of two nights at sea, continued across the ocean to Madeira. Along the way he was supported by safety boat which followed him along the route and allowed for live blogging, videos and photos to be sent to all his followers over a Fleet Broadband terminal, the airtime for which was provided by Navarino. Panos Tsikopoulos, Navarino's Commercial Director, said, 'We really enjoyed being part of this challenge and are proud that a new world record was set. We are happy to have been able to contribute.'



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