Your Maritime Communication Needs, Delivered

Connecting ships and the people that work on them is a demanding business. A harsh environment, remote locations and global scope make it the domain of specialists who really know their industry.

Globecom Maritime was founded by former mariners who know not just communications technology but the reality of life and work onboard ships and rigs around the world. That means meeting diverse needs for business and crew communications, seamlessly combining connectivity with critical applications.

It’s never a case of one-size-fits-all. Every Globecom Maritime installation is bespoke; tailor-made to customer needs and always built to be robust, scalable and cost-effective.

It’s why 4,000 ships sail with Globecom communications onboard every day. Because when safety and operational efficiency depend on connectivity, they recognise Globecom as a trusted partner that delivers their communications needs.
The maritime industry is highly diverse and the requirements of different sectors vary considerably, but in all cases services must overcome the challenges of growing bandwidth demand in remote locations and harsh environments.

Merchant shipping requires reliable robust connectivity at predictable pricing around the clock, whether for critical communication, remote monitoring, crew communications or regulatory compliance.

In the fishing sector time is money and boats need to be able to keep in touch with shore throughout a trip, accessing catch locations, weather data and market prices as well as filing regulatory information on demand.

The offshore sector has long relied on high-reliability, high-bandwidth communications and continues to demand quality of connections for critical business applications and crew access—trends that are increasingly reflected in the workboat sector.

Leisure represents probably the highest bandwidth demand of all shipping segments. Whether supporting multiple personal devices onboard cruiseships and ferries or powering entertainment and private networks onboard luxury superyachts, connectivity must be high quality, low latency and truly reliable in order to meet customer needs.
Global Connectivity and Availability

Globecomm Maritime believes in offering choice to our customers. For some, high bandwidth VSAT is the right solution, while for others, L-band services can provide the bandwidth required. Regional services can also be offered to focus on specific markets as can near-shore LTE connectivity at competitive cost.

Globecomm delivers maritime connectivity across a flexible range of platforms and prices, including:

- Globecomm VSAT
- Iridium Certus
- Globecomm Roam (Global Cellular Service)
- Inmarsat FX
- Inmarsat Fleet Broadband
- Iridium Openport
- Thuraya Maritime Broadband
- Inmarsat Fleet One
- In-Port Wi-Fi service
- Legacy Inmarsat Maritime Services
- Legacy Iridium Maritime Services

These can be configured to match customer priorities; users are free to choose connection types, terminals, value added services and bandwidth to meet their cost and performance needs.

Our network of global offices means we are close to your assets wherever they trade and our dedicated teams can cover your requirements quickly whether for installation, service or upgrades.

Our VSAT Service, Your Way

Bandwidth demand in the maritime and offshore industry is growing exponentially as shipowners realise the benefits of connectivity between their assets and shore-based networks. Applications including tracking, monitoring, safety and security, navigation and maintenance are combining to create a wave of connectivity.

For enterprise users, Globecomm operates its own state-of-the-art global Ku-Band VSAT network. A fully-managed end-to-end service, Globecomm VSAT supports a wide range of applications on a network that draws on decades of operating experience, enabling throughput up to 150 Mbps over Ku/Ka and C-Band satellites.

The result is ‘industrial strength’ data management and information logistics with the shortest, least-cost backhaul for your communications traffic, including M2M and IoT services and solutions for data and broadcast video services. Supported by the company that built it, our VSAT service is actively managed from our own Network Operations Center, 24/7.
**Globecomm VSAT Key Features**

- Global network availability of 99.9%
- Secure and reliable global broadband coverage
- Automatic beam switching to provide seamless coverage to mobile assets
- High value applications including email, internet, VoIP, vessel monitoring and system management, supports BYOD via onboard wifi
- Lifecycle support Services including 24x7 monitoring and customer care
- Lease or purchase hardware options with systems installation

**Complete Connectivity Options**

Globecomm has solid relationships with all satellite network operators serving the maritime industry. A long-standing distribution partner of Inmarsat maritime services, we are a worldwide Value Added Reseller for FleetXpress, Inmarsat’s first Ka-band VSAT service, offering high throughput global services across all major maritime centres of operation.

Globecomm also acts as a VAR for Iridium, which is readying a new constellation as the platform for its next generation services. The Iridium NEXT constellation will underpin the new Certus broadband service which when complete has the potential to offer a powerful L-band complement to VSAT.

For operators seeking cost-competitive solutions with a regional focus, Globecomm is a VAR for Thuraya, which provides L-Band services focussed on narrow-band applications including IoT and M2M as well as crew voice calling.

**Globecomm Roam: The Cost Effective Alternative**

Globecomm Maritime pioneered integration of shipboard communications networks to enable multiple, flexible connectivity paths. Vessels which have traditionally relied on satellites for their main communications links can now connect to terrestrial cellular networks using Globecomm Roam.

Globecomm Roam is a new source of global bandwidth via 3G, 4G and LTE services, providing speeds of up to 100 Mbps at prices much lower than traditional satellite services. The service bundles a cellular modem and global roaming SIM card and a maritime antenna to enable connectivity up to 30 miles from shoreside cell towers.

Combined with Globecomm’s Nimbus Smartbox, the ship’s network can be configured to automatically connect to the cellular service when the vessel is in range of any of the 50-plus countries included in the Globecomm Roam plan. When the vessel is out of range, Nimbus will switch to the least cost satellite service available.

More and more shipowners have added cellular service to their ships and now thanks to Globecomm it can be bundled with satellite connectivity and managed by a single service provider.
Globecomm Voice: Adding Value to Your Business
Make Your Voice Heard

A good VSAT service is not just about data communications. In addition to the applications and services that can be enabled over high throughput connections, shipowners and operators continue to demand high quality voice services to stay in touch.

Globecomm designed its VSAT Voice service to provide crystal clear calling with a host of value added features including voicemail, caller ID, language selection, call forwarding, account balance announcement, 3-way calling and call waiting.

A web portal can be used to view call history and download call records for billing. Other key benefits include:

- Virtual international phone numbers for more than 40 countries and competitive calling rates for more than 200 territories globally
- Postpaid and prepaid accounts to support both enterprise and crew calling
- Supports standard RJ11 phones, IP handsets (wired and wireless), and Globecomm-certified Voice adaptors

Globecomm Connect: Monitor Your VSAT in Real Time

The increasing popularity of high throughput VSAT services also brings with it the need for better monitoring and management of those connections.

Globecomm has answered this need with Globecomm Connect, a comprehensive system for communications monitoring. Users at sea can access the Connect Ship portal to monitor performance at sea, while land-based users in any market vertical can use the Connect Customer portal.

- Use Connect Ship to perform advanced monitoring of your communications system status at sea
- Give visibility to master and crew of network status, current beam in use, ship’s course and speed and diagrams of beam direction and elevation

Connect Customer is accessible to shore-based users who wish to monitor location and network performance and receive comprehensive ship-based telemetry from their fleet.

- Use Connect Customer to achieve more efficient routing and potential fuel savings
- Improve communications management with complete shoreside visibility
Nimbus: Meeting Diverse Maritime Communications Needs

Shipowners and operators today are faced with greater choice and complexity of communications options than ever before. Diverse demands for data, voice and IoT applications mean every installation must be tailored to specific user needs, budget and future plans.

Nimbus from Globecomm offers shipowners, managers, officers and crew a powerful and cost-effective management platform for communications worldwide. The range includes three options, Nimbus Lite, Nimbus and Nimbus Pro, each designed to meet the different communications needs of shipowners, managers and crew.

The expanded offering builds on the success of Nimbus, first launched in 2013 to support the next generation of hybrid and satellite connectivity and which already is managing business and crew communications across 1,000 installations.

Nimbus manages connections to all major IP-based satellite and LTE/3G networks to deliver broadband data and value-added applications wherever vessels trade.

Nimbus is a complete solution; modular in design and which can be configured to match the customer’s priorities, from essential voice and data communication to advanced services for crew welfare and vessel management. Users are free to choose connection types, terminals, services and bandwidth to meet their cost and performance needs.

Reflecting the trend towards more complex shipboard networks and new satellite service introductions, Nimbus is designed to simplify ship and shore-based communications by enabling users to choose the applications and levels of user control that suit them best.
As the bandwidth available to maritime users increases, Nimbus provides the means to permit officers and crew to access a greater range of value added and third party applications, while enabling the owner to retain a practical level of control. Use VOIP, web apps and specialist software to stay in touch while removing the administration burden and managing bandwidth.

**Nimbus at a Glance**

- **Nimbus Lite** for shipowners using L-band/3G-LTE who want to control costs within low monthly MB packages and limited crew calling demand.

- **Nimbus** for shipowners using L-band/3G-LTE or VSAT/L-Band who want to manage multiple network connections and enable segregated crew access.

- **Nimbus Pro** for shipowners using more complex VSAT/HTS/L-Band installations with multiple dedicated networks and varying qualities of service.

**Stay Cyber Secure at Sea**

Cyber security might be a relatively new phenomenon in the shipping industry but its profile is growing all the time as the risks become better understood. Until recently, the focus on protecting floating assets has been on first-generation risks like spam email and virus protection but there is a clear need for a fully-fledged solution.

Globecomm Maritime has been protecting customers from cyber intrusion and infection threats since 2013. We employ our own cyber security experts and use certified ethical hackers to test our systems against intrusion and provide security audits of our systems and processes.

The Nimbus smartbox was designed and built with cyber security in mind and includes features that are becoming widely adopted by newcomers to the market.

These include:

- Two fully-managed firewalls on the Nimbus smartbox and Cirrus shoreside portal, providing a robust intrusion prevention system with deep packet inspection
- Nimbus also ensures the separation of crew and business networks so a malware infection cannot spread from one to the other
- By leveraging Nimbus as a cyber security tool, shipowners are able to secure both their communications network and the devices connected to it

**Keep In Touch Bring Your Own Device**

Globecomm developed Access-GSM to enable seafarers to connect with friends and family using their own phones in privacy and at an affordable price. Using proven Picocell technology to combine satellite and GSM connectivity, users can connect via satellite when at sea and roam seamlessly onto terrestrial networks when in range of land.

Access-GSM works across all major L Band and VSAT satellite networks with call quality comparable to or better than VOIP services. The service is priced competitively compared to traditional crew voice calling services and both post-paid and pre-paid options are both available.

- Crews can use the same Access-GSM SIM card for roaming internationally whether in port or ashore
- User phone number will remain the same so that friends and family know how to contact them regardless of the ship’s position
Case Study: Globecomm Makes M2M Easy

How do you keep produce fresh when it has to travel thousands of miles to get the market? When one of the world’s best-known container shipping lines approached Globecomm to solve the problem, they wanted a trusted partner who could think outside the box.

The shipowner’s challenge was simple: harness the Internet Of Things to monitor the temperature inside refrigerated containers carrying high value perishable goods—globally. By doing so they could advise the crew to adjust the temperature inside the boxes depending on whether the ships were sailing ahead of or behind schedule—and ensure the goods arrived at market in optimum condition.

The result was one of the first large scale M2M/IoT projects delivered in maritime. Globecomm designed a communications platform to provide uninterrupted tracking and connectivity covering more than 95% of the world’s shipping lanes together with a global machine-to-machine system for individual container monitoring.

We established partnerships with a global satellite network operator and wireless systems integrator to deliver a unified single point of contact for a fully-managed service. The client’s service level agreement included end-to-end requirements for low latency, service availability and other key performance indicators, all of which were met or exceeded.

Drawing on the experience of its founders and technical staff, Globecomm was able to meet a challenging global installation and commissioning schedule for 400 vessels within two years. As a result, the container line has been able to save millions of dollars in ongoing costs from potential cargo claims and disputes, while improving its service delivery to customers.

To learn more about Globecomm Maritime, visit [www.globecomm.com/maritime](http://www.globecomm.com/maritime), email GSIHQSales@globecomm.com, or call 631-231-9800.