

Who is NSSL Ltd?



NSSL Ltd has been in business for over 35 years. We provide worldwide mobile satellite solutions to customers in the Marine, Oil & Gas, Offshore, Media, Government and Corporate sectors. As one of the largest satellite service providers in the world, we are able to offer the widest selection of terminal equipment and airtime tariffs, backed by 24 hours a day, 365 days a year support. NSSL offers Inmarsat, Iridium and Thuraya satellite equipment, airtime and services, as well as maritime broadband satellite solutions.

NSSL's headquarters is based in the United Kingdom with remote support offices located globally. NSSL's business is designed to meet all of our customers' needs as we offer them a "one stop shop" solution. NSSL provides the following services:

- Airtime services
- Satellite communication equipment sales
- Thrane and Thrane Certified Partner

- Project design and developing solutions tailored to our customers' requirements
- Installation and integration where required into the corporate network
- Maintenance contracts and site surveys
- Electronic management
- Spares management, advance replacement / hot swap
- 24 hours, 7 days a week customer service and technical helpdesk
- Global service & repair centres
- Dedicated intranet site for troubleshooting, tracking & billing services



For more information on how an NSSL solution can help your business, call +44 (0)1737 648864 or e-mail: customer.centre@satcom-solutions.com
www.satcom-solutions.com

The Maltese Falcon

NSSL DELIVERS CRUISE-IP TO LUXURY YACHT



HIGH QUALITY BROADBAND DATA



About Cruise-IP and The Maltese Falcon

NSSL is a provider of global satellite communications and solutions, including systems integration and support, to the maritime, government, energy, media, finance and corporate sectors. This case study concerns the delivery of Cruise-IP, NSSL's in house maritime broadband solution, to the Maltese Falcon, a modern sailing boat with three self-standing and rotating masts hosting 15 sails. Since May 2007 NSSL has been providing Cruise-IP to the Maltese Falcon. The Cruise-IP service was originally launched in 2005, and provides a low cost, high quality broadband communications alternative to SCPC VSAT and Inmarsat. The service now covers the waters of the USA (including Alaska), Latin America, Canadian West Coast, the Mediterranean, the North Pacific, North and South East Asia and will cover all major sailing routes by the end of 2009.

THE MARITIME CHALLENGE IN 2008

DVBS2-RCS technology is at the core of our Cruise IP service and allows us to deliver high quality broadband to virtually anywhere in the world. However, with these advancements come a number of challenges. These include: ongoing 24/7 technical support to ensure that each yacht system is constantly operational, providing high enough bandwidth to allow users to do more than simply surf the web, and as important, ensuring cheap but good quality voice. NSSL's all inclusive Cruise IP service provides all of this and more.



Innovating to provide a high speed yet affordable solution

NSSL's Cruise-IP service meets all of these requirements. Christopher Gartner, Captain of the Maltese Falcon, expands on why he chose Cruise-IP: "The Maltese Falcon is constantly travelling the world's oceans and our broadband needs are significant. As Captain, my first priority is the safety of the crew and guests, so reliable communications are essential to ensure I can keep up to date with the weather, remain in contact with local ports and call in help should the Maltese Falcon run into difficulties."

Captain Gartner explains: "We recently had a fairly serious medical emergency onboard whilst we were sailing across the Pacific Ocean between the Galapagos Islands and Tahiti. The emergency required us to evacuate a crew member, but our physically isolated position prevented this.

Using Cruise-IP, we were able to make contact with medical and appropriate regional authorities and make a run for the Marquesas Islands, instead of Tahiti, allowing us to evacuate the injured person many days earlier than might otherwise have been possible. Had it not been for Cruise-IP I would have instinctively rushed straight to the nearest 'large' island, which in our case was Tahiti. Because I was able to communicate with islands more local to our position, I could find a more suitable destination for the evacuation, given the level of urgency."

"NSSL has also shown to us that they can provide comprehensive technical telephone support and arrange professional on site service attendance at any time of the day in order to minimise system downtime".

According to Captain Gartner, high bandwidth is a very important requirement for yachts like the Maltese Falcon: "The Maltese Falcon can accommodate as many as 12 guests. Most are high net worth individuals who have significant interests which they must constantly keep an eye on, whether it is their business or a shares portfolio. As such, they need to be constantly in touch with what's going on back home. Simply 'turning off' is not an option

anymore." Chris proceeds to explain: "We needed a broadband solution that could accommodate high usage yet be properly managed around the clock by the provider of our service. For this reason Cruise-IP was ideal."

Andrew Sirkett expands on this: "NSSL has nine Cruise-IP airtime packages, with either shared or dedicated download speeds ranging from 512kb to 3Mb. At 3Mb we offer the highest download speeds in the industry, which is something we are very proud of." Andrew explains: "The establishment of our own land earth stations in North America during 2007 has allowed us to optimise the traffic on the network, improving voice quality, improving general throughput speeds, and enabling NSSL to offer a faster and better quality of service."

NSSL is innovating in other ways to make coverage as seamless and as fast as possible. The Maltese Falcon benefits from the Dual Antenna Selector, which has been built and designed by NSSL to maximise yachts' broadband availability by erasing the impact of blind arcs caused by the superstructure such as masts, sails and funnels. The system involves installing a second antenna, but ensures uninterrupted coverage. On a sailing yacht like Maltese Falcon, which has a huge sail and mast blockage area, the Dual Antenna Selector is crucial for the technical operation of their Cruise-IP system, minimising the potential for service disruption. Navigating crew no longer have to be concerned about vessel orientation, as the Dual Antenna Selector automatically switches to the unobstructed Cruise-IP antenna.

FINAL THOUGHTS

Christopher Gartner is positive about the impact Cruise-IP has had: "I can honestly say Cruise-IP is now an integral part of the operation and business model of the Maltese Falcon. Without it I am not sure we could attract as many international business users, or be so reliably connected to the outside world."

