Improving Fleet Communications and Data Flows

Digital ship Athens 1ˢᵗ November 2017

Thomas Heide

Sales Manager International

Konstantinos Stais

IT & Telecoms Operations Supervisor

dualog

Your digital platform at sea

Agenda

- Company introductions
- Case Study
  - The Challenge
  - The Solution

Dualog - Key figures

Overview

over **3000** connected ships

founded in **1994**

turnover **70** million NOK

real **24/7** support

58 employees

12 nationalities

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Thenamaris - Key figures

Overview

84 vessels under management

Rydex since **2005** for email & file transfer

strict KPIs for system downtimes (quasi zero-tolerance)

24/7 support by IT Department

Approx. **300** employees

3 seafarer nationalities

Thenamaris

Fleet information & Scope

- 84 Vessels
  - Tankers
  - LNG
  - LPG
  - Bulk
  - Container
- Communication systems
  - VSAT
  - FBB
  - Iridium Pilot
  - F77 ISDN
- 10 Outlook clients / accounts per ship
  - Maintain login and password

- 3 domains
- 1392 Users/devices
- 5 system accounts
- 1118 Automated file transfer jobs
  - 11 Shore to ship X 84
  - 12 Ship to Shore X 84

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The Challenge

Modern and reliable maritime email and file replication system

&

Implement it without the users noticing!

Criteria

ID	Criteria	Dualog compliancy
1	**Migration process**	
a	1-to-1 replacement of Rydex onboard	Yes, well documented (see reference list)
b	Silent installation	Yes. Unattended installer – *although we eventually prefer that Thenamaris IT does it*
c	Ease & speed of controlled deployment	Yes, well documented (see reference list)
2	**Email functionality**	
a	Onboard email functionality	Yes
b	Onboard email user friendliness	Yes. Available via Outlook and Webmail.
c	Administration functionality	Yes. Fleet-wide configuration.
d	Administration user friendliness	Yes. Centralized management.
e	Remote configuration of vessels	Yes. Web admin portal.
f	Rules configuration	Yes. Both ship and company specific.
g	Email history	Yes, securely stored for later retrieval if required
h	Compression	Yes, combining multiple compression alghoritms in order to achieve the best compression ratio.
3	**Support**	
a	Quality of support	24/7/365 support, transparent ticketing system, ITIL based
b	Responsiveness	*During pilot phase the responsiveness was one of the main reasons for our final decision*
c	Support model (SLA, uptime, ITIL, data centers)	SLA with 99,5% guaranteed uptime, Tier 3, ISAE 3402/ISO 27001 certified Data Centre, ITIL based 24/7 support organisation. Average response time on phone last two months: 26 seconds.
4	**Additional functionality / tools**	
a	File transfer functionality	Yes. Complete overview of all File Transfer jobs.
b	Pre / Post jobs configuration	Not as 1-to-1, but work-arounds possible.
c	Automated schedules	Yes, on one or multiple carriers.
d	Other features	Quarantine service, Proactive notification service, scalable to other services (FW, AV, Web optimisation, Quota Management etc.)
5	**Provider**	
a	Future compatibility / innovation	Yes. Dualog provides e-mail and other maritime services as core business with innovation as a driving force. An example of this is the Dualog Innovation Garage in addition to the in-house Dualog R&D.

Thenamaris in 90-vessel e-mail and data deal

Konstantinos Stais, Thenamaris

Maritime technology company Dualog, headquartered in Tromsø, Norway, has agreed a deal to provide business e-mail and data management services to 90 vessels operated by Greece-based ship manager Thenamaris.

Thenamaris operates a fleet of tankers, LNG and LPG vessels, bulk carriers, and container ships. Dualog says that initial services associated with the contract, which will involve migration of existing data and implementation of the fleet's new e-mail platform, should be completed by the end of October.

"The key reason for choosing Dualog was the support services and experience that Dualog provides, and which were clearly demonstrated throughout the evaluation process," said Konstantinos Stais, IT&T operations supervisor at Thenamaris.

"The response received from the Dualog team on all technical matters raised was strong, resulting in the Thenamaris team assessing this solution as the preferred option."
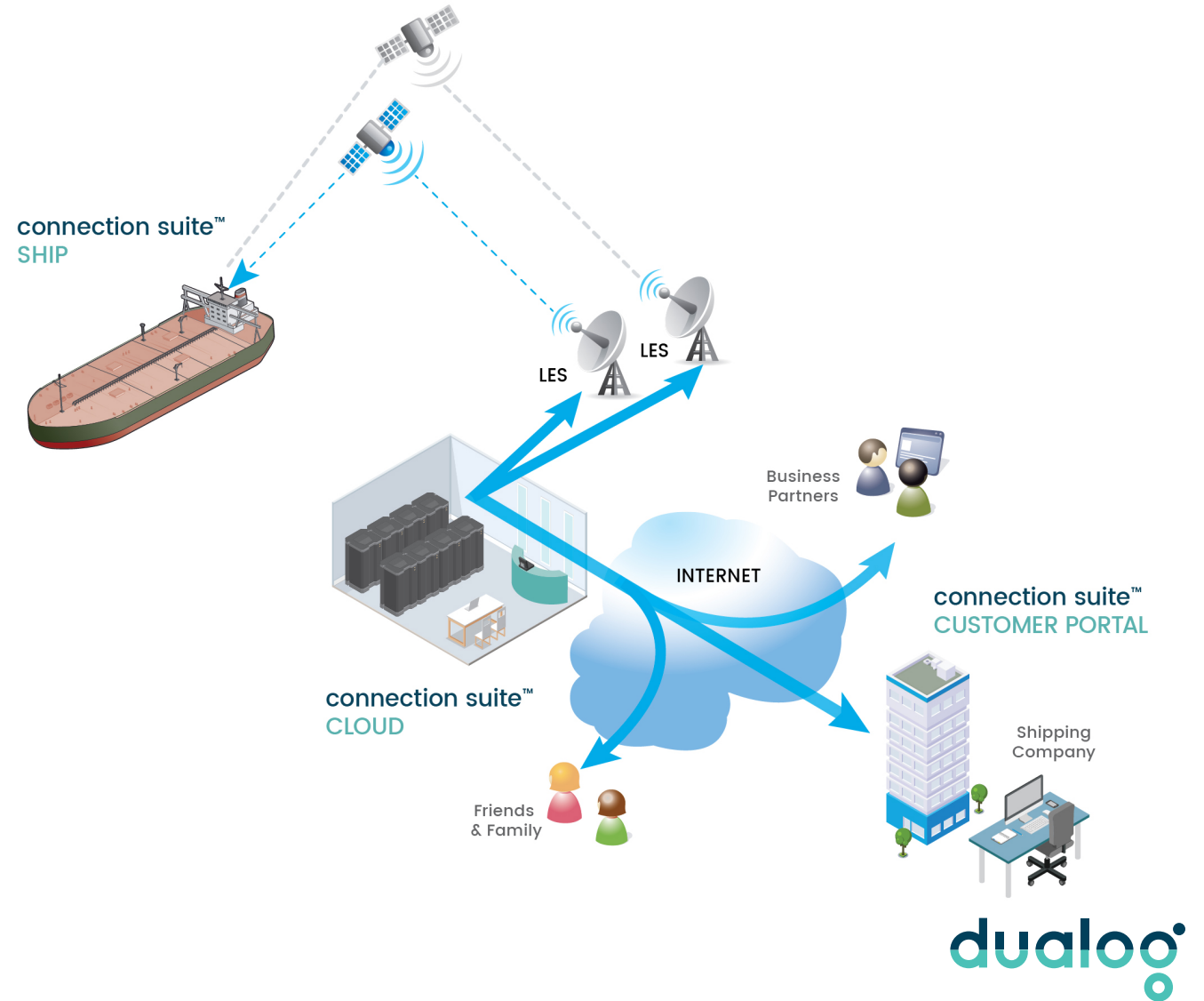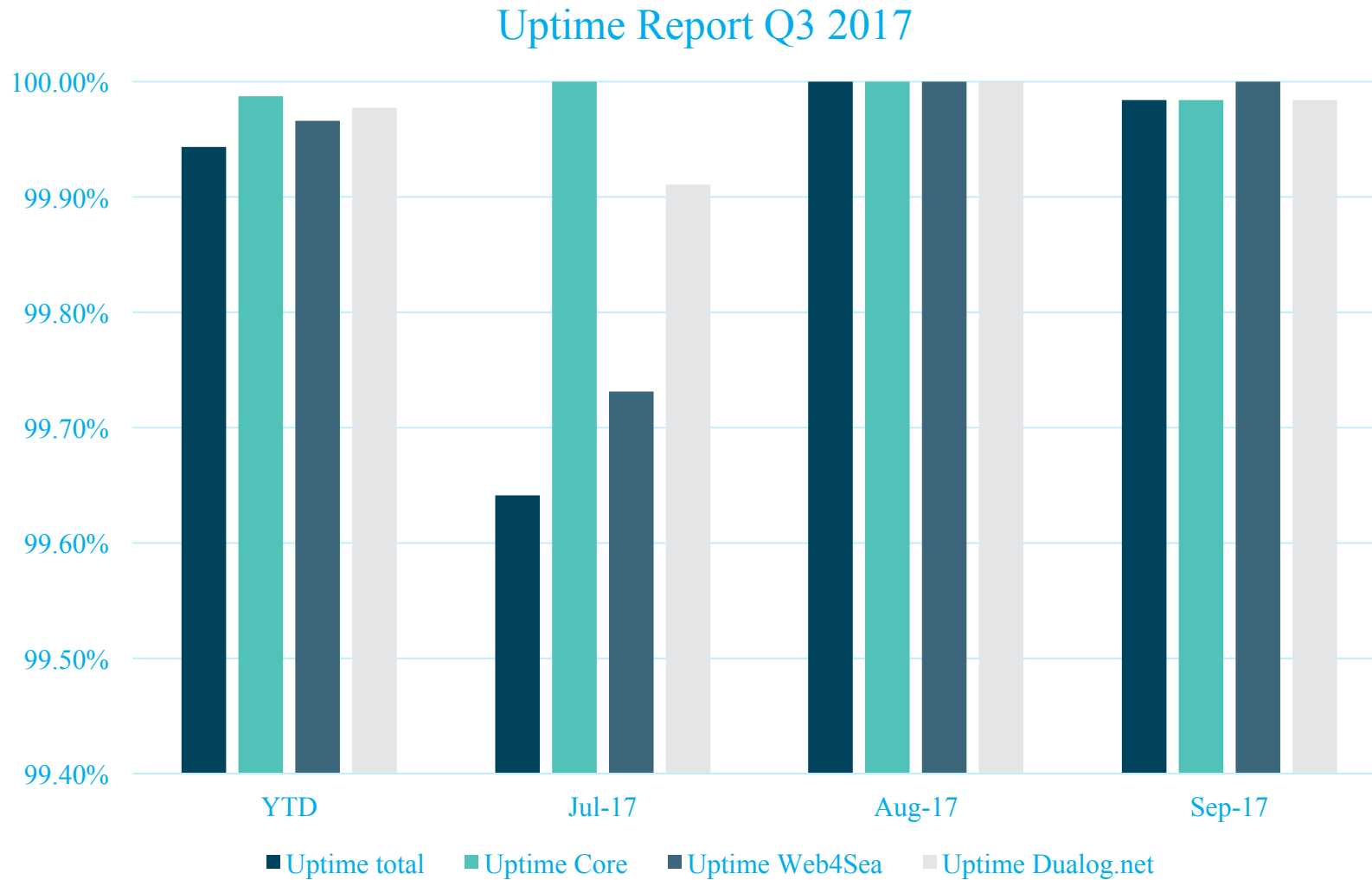
Operational change

Infrastructure & Cyber Security

- Fully managed service
- 24/7 Support
- Centralised reporting

connection suite™
SHIP

LES

LES

connection suite™
CLOUD

INTERNET

Business
Partners

connection suite™
CUSTOMER PORTAL

Shipping
Company

Friends
& Family

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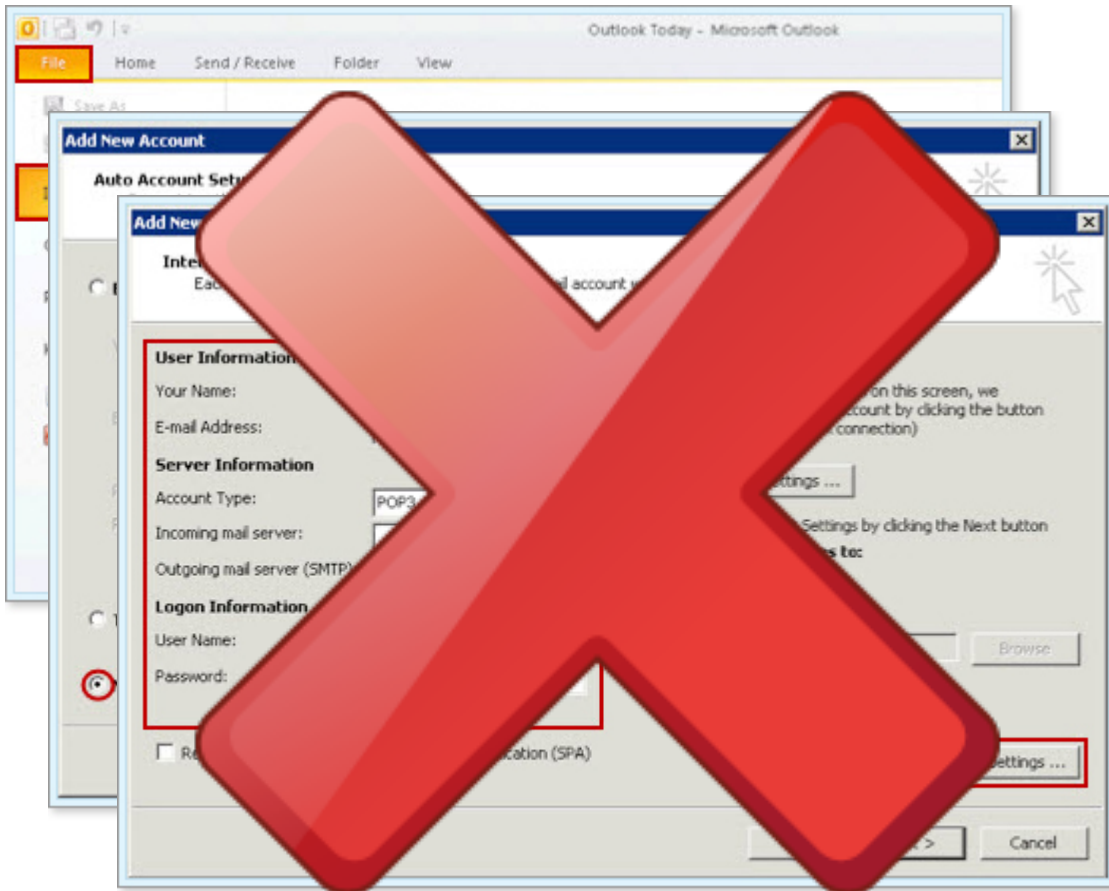# Operational stability

Uptime Report Q3 2017

The Challenge

Modern and reliable maritime email and file replication system

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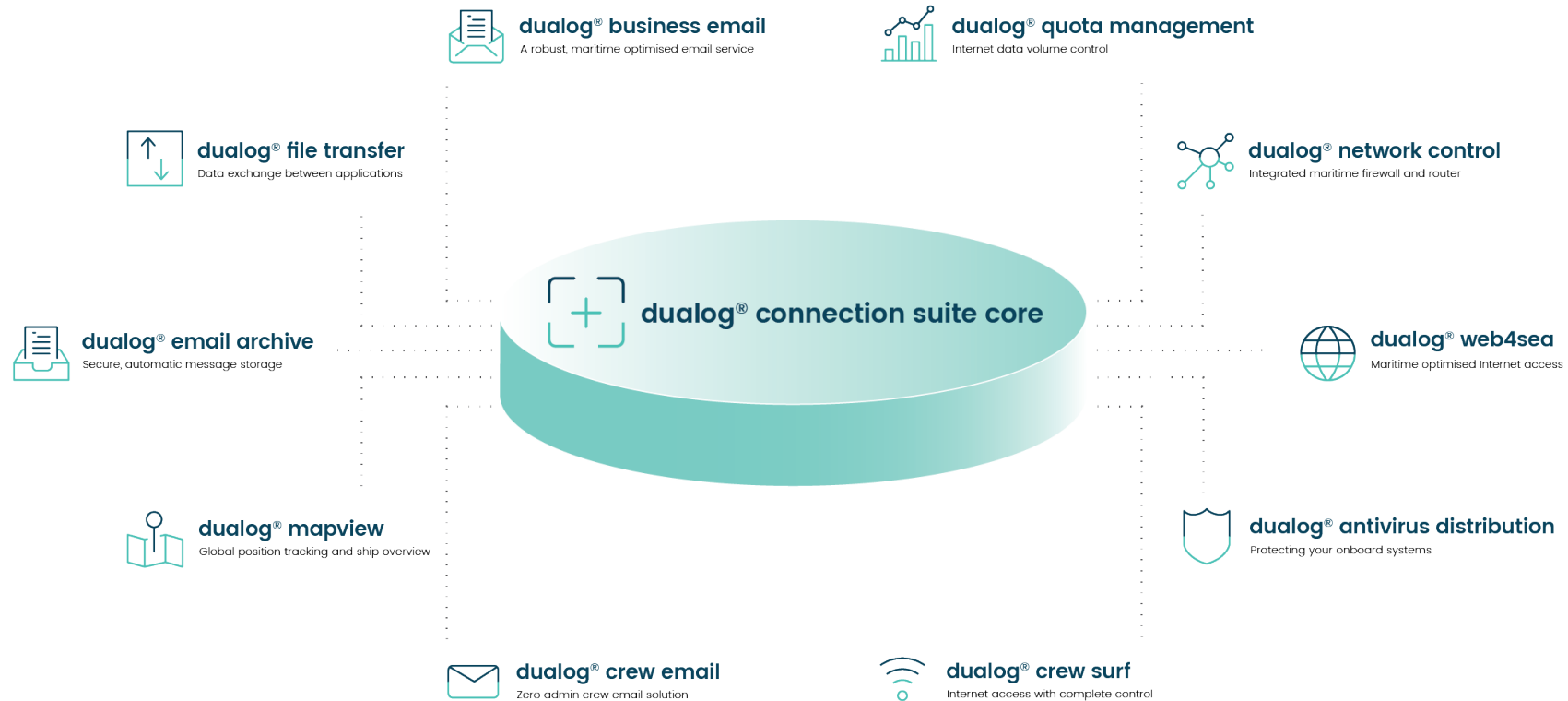Implement it without the users noticing!

Summary

Takeaways

- Seamless transition
  - Email
  - Business processes
- Support and knowledge
- Operational stability
- Cyber Resilience
  - FW & filtering regime

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What do we do

Digital Platform

dualog® business email
A robust, maritime optimised email service

dualog® quota management
Internet data volume control

dualog® file transfer
Data exchange between applications

dualog® network control
Integrated maritime firewall and router

dualog® connection suite core

dualog® email archive
Secure, automatic message storage

dualog® web4sea
Maritime optimised Internet access

dualog® mapview
Global position tracking and ship overview

dualog® antivirus distribution
Protecting your onboard systems

dualog® crew email
Zero admin crew email solution

dualog® crew surf
Internet access with complete control

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Thank you for your time

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dualog.com

info@dualog.com