



*The Premier Global  
VSAT Services Provider*

*Norshipping 9<sup>th</sup> June  
2005*



***Agenda;***

- Provide a clear overview of CapRock and our Services
- Focus on our key deliverables
- “The provision of high quality, service orientated global VSAT communications”.
- CapRock and the Maritime Market
- Case Study
- Summary



## Who are CapRock?

- **Global Communication Services Company**  
Offering high reliability satellite communication services for broadband and real-time data, digital telephony and video to customers with operations in remote locations and harsh environments
- **Established in 1981**
- **Staff: 450+ Worldwide**
- **Global Operations & Facilities**
  - Headquarters in Houston, Texas
  - Five (5) additional global operational centres
  - Capacity on over a dozen satellites (300+MHz)
- **Customers & Coverage**
  - Services available globally
  - Projects completed in over 52 countries



CapRock Global HQ – Houston, Texas



## CapRock Facilities Support Worldwide Services

### Houston, Texas - USA

- Global Headquarters
- International Teleport
- 5,000 sq ft Network Operations Centre
- Customer Service Centre
- 60,000+ Square Foot Facility
- Executive and Administrative Offices
- Global Sales, Engineering, Project Management and Field Service
- Serves North & Central America, Caribbean, North Atlantic



## CapRock Facilities Support Worldwide Services



### Aberdeen, Scotland - UK

- European Office & Network Facility
- International Teleport
- Network Operation Centre (NOC)
- Administration, Sales, Engineering, Project Management and Field Service
- Serves Europe, Africa, Middle East



## CapRock Facilities Support Worldwide Services



### Jakarta, Indonesia

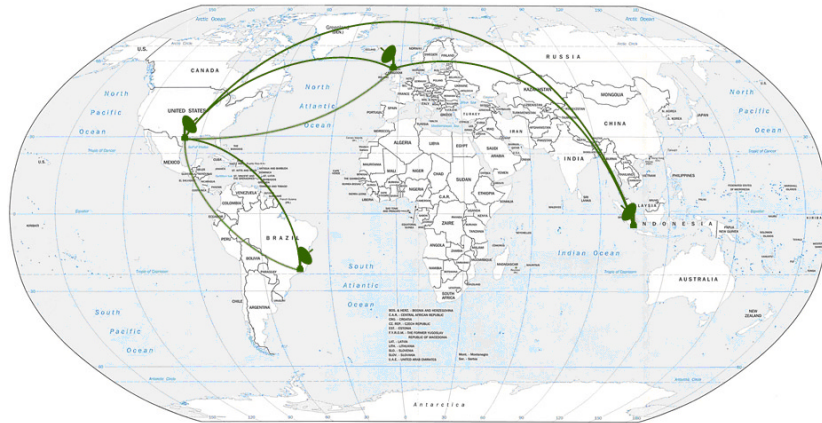
- Asia-Pacific Office & Network Facility
- International Teleport
- Field Operations Centre
- Over 100 Staff
- Administration, Sales, Engineering, Project Management and Field Service
- Serves Asia, Australia and Pacific Regions

### Macaé, Brazil

- South American Office & Network Facility
- International Teleport
- Field Operations Centre
- Administration, Sales, Engineering, Project Management and Field Service
- Serves South & Central America and South Atlantic Basin



## CapRock Facilities Support Worldwide Services



## Value Contribution

Our Businesses is the deployment and support of worldwide services

CapRock provides turnkey satellite communication services, with an uncompromising attention to reliability and customer service, for operations in remote or harsh locations. These services enable our clients to:



- Access and distribute **real-time critical data** to and from remote facilities
- Communicate directly between remote in-field personnel and **operation centers**
- Deploy advanced **broadband applications** to distant or mobile operations
- Improve the morale of **in-field personnel** on extended remote assignments

Data – Voice – Video – Fax



## Service Quality and Reliability

- Focus On Supreme Service Quality
- Excellence and Innovation
- ITIL Driven Service Management



## CapRock Advantages & Customer Applications

### CapRock Key Advantages

- Premier Networking Services Provider
- Robust Field Proven Systems
- Highly Reliable Services Backed by SLAs
- 20+ Years in Mission Critical Communications
- Private Highly Secure Networks
- "Off the Shelf" Services & Custom Networks



### CapRock Typical Services

- Corporate Data Access
- Broadband Internet, Intranet, E-mail
- Public & Corporate Telephony
- Video Conferencing & Streaming Media
- Facsimile Transmission
- Support for Customer Applications Like:
  - Real-time Systems Monitoring & Control
  - Asset and Inventory Monitoring
  - Corporate Training



## ***CapRock & The Maritime Market***

### ***The Challenge's***

- Ever increasing requirement for business focused communications; voice, data, file transfers and business applications.
- This has necessitated the extension of Corporate Standard communications from vessel to office.
- Business Critical applications require secure, resilient communication links and effective Managed Services to support them.
- The requirement for mobile global communications services that provide seamless, consistent “follow me” connectivity.



## ***CapRock and the Maritime Market***

### ***The Challenge's***

- Drive to improve crew welfare and reduce costly staff turnover
- Access to enhanced services becoming key to crew moral;
- Public Telephones
- Internet
- Email
- Satellite TV
- Broadcast Services



### ***The CapRock Solution***

- There is no “one size fits all”
- Services tailored to the clients requirements
- The benefits of “always on” broadband connectivity provides;
- Robust, secure access to the Corporate network
- Digital Telephony
- Video Conferencing
- TVRO / Broadcast and entertainment services



### ***The CapRock Support Services***

- Business critical communications depend on tailored support services
- All CapRock Services are deployed as part of a CapRock Managed Service
- This Gives Access to;
- 24 x 7 365 Network Operating Centre
- Enabling immediate and pro active response to
- Remote Diagnostics
- Fault Management to Resolution
- System Management (Bandwidth upgrades, out of band management etc) all managed remotely with out onsite intervention
- Backed by SLA's and championed by the CapRock Service Delivery Manager





CapRock and our Customers

## Case Study: **SubSea7** Deploys CapRock Services to a Global Maritime Fleet

### SS7 Identified Issues to be Addressed by Communications System

- **Operational Issues**
  - Growing requirement for communications, INMARSAT becoming expensive.
  - New Business Applications coming into service
    - Requiring large file transfers.
    - Better connection to corporate WAN.
  - Requirement for high quality and uniform voice communications.
    - Ship to Ship
    - Ship to Shore
  - Provide high speed communications to Clients on board vessel
- **Crew Health and Welfare – *While deployed at sea vessel crews deem entertainment and communicating with family as essential off-job activities.***
  - Provision of public phone service and reasonable call rates.
  - Provision of Internet and Email access.
  - Instant messaging
  - Satellite TV, Computer Gaming
  - Crew Education – distribute educational material from a central site
- **Remote Diagnostics**
  - Requirement to monitor and retrieve diagnostic information remotely
- **Uniform Global System**
  - The system needs to run on a common platform in all of SS7 areas of operation.



## Case Study: **SubSea7** Deploys CapRock Services to a Global Maritime Fleet

### The CapRock Solution

- **Custom VoIP and data network to fleet**
  - IPXpress Technology
  - Multiple VLANs on vessel for SS7 and Client Use
  - Voice over IP for all voice and fax services
  - Asymmetric service for optimum use of satellite capacity
  - Tailored Service Level Agreement (SLA)
- **Stabilised in motion maritime antenna systems**
  - Seatek 2.4m Stabilised Antennas
  - Dual Ku and C-Band Quick Change Systems
  - Optimum locations utilised for single antenna operation
- **CapRock Payphone Service**
- **Service coverage across North Sea, Atlantic Ocean, Gulf of Mexico, and Asia Pacific**
- **Phased Implementation Managed Over Fleet with little disruption to operation**
  - CapRock project managed the installation and commissioning of the service so that any work took place during scheduled in port times so as to have little impact on day-to-day operations.



SubSea7 vessel equipped with CapRock system



## Case Study: **SubSea7** Deploys CapRock Services to a Global Maritime Fleet

*“We moved our vessel communications services to CapRock and have been impressed during the fleet roll out both by their level of commitment and the excellent voice and data services their system provides”*

*- Anders From  
Global IT Manager  
SubSea7*



### Summary

- CapRock specialises in satellite communications for the world's harshest locations.
- CapRock is passionately focused on providing uncompromising reliability and the highest quality of service.
- CapRock offers an array of *Off the Shelf* and *Custom Network* solutions designed to support virtually any remote networking need
- CapRock has a wealth of experience in delivering complex communications services to the cruise ship and commercial maritime sector.
- CapRock has over 20 years of field proven experience and a long list of blue chip customers.

