



## **Clipper – Satellite communication**

- Cost efficiency, effective and crew welfare



Clipper is a leading international shipping consortium whose main activities encompass:

- Shipowning
- Time charter operation
- Commercial & technical ship management
- Sale & Purchase
- Contracting of newbuildings
- Liner services

Clipper controls more than 200 vessels, of which approximately 100 vessels are owned. In addition, Clipper has a number of newbuildings under order and construction.

Clipper Technical manage 59 vessels.

# Requirements for future communication

- Cost effective – cost should remain at the same level as today
- Close mobile phones to save money
- Voice quality should be adequate
- Performance/coverage should be almost 100% (To avoid additional cost)
- Automatic beamswitch
- Automatic switch between Vsat and Fleet77
- Remote support (One saved trip = saved 5000 USD)
- Internet for the crew
- Internet for business usage
- Able to set filters both on emails and internet browsing
- Crew email
- Cheaper voice calls
- Easy installation – Crew will do the installation by them self
- Light material – 60inch dome (No crane needed)
- Full package

# Our chosen solution

- Selected the KVH TracPhone V7 with mini-VSAT Broadband service and Dualog software
- 60 cm diameter, 29 kg antenna
- Affordable broadband Internet and voice
- Seamless global roaming
- Worldwide network
- Integration with other communication equipment via Dualog
- Management of onboard communications
- Lower cost voice and data service with flat monthly fee



- We agreed on a free test on 2 vessels (airtime paid by Clipper)
- Tested the equipment for 4 months
- 2 first months were very hectic
- All parties were ready to react and support on this project
- Some issues was found and solved quickly
- Outstanding support in this phase

# TracPhone V7 and installation

- Easy to install
- Automatic beam switch
- Turnkey solution
- Very stable system
- Selected the 256/128 mini-VSAT Broadband data package
- Good support from KVH US
- Rack fully configured prior sending equipment
- Voice quality is very good
- KVH & Dualog – Perfect match for Clipper



- KVH finalised RACK with "GPS" and wireless phone equipment (extra)
- Polaris Denmark packed and sent rest of installation materials
- We created step by step guide for the crew onboard
- Crew will do all the installation until they are online with Dialog connection suite installed, then we will take over and do the rest
- Today Clipper has installed the system on 9 vessels with 9 more coming this month.
- It takes approximately 2 days to complete the system, network installation and software solution.



**Clipper Loyalty - VSAT**  
**Clipper Loyalty** to: mma

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History: This message has been replied to.

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Good day, Michael,

I am as master as well as sure all crew are happy that this magic equipment has been installed on our good vessel.

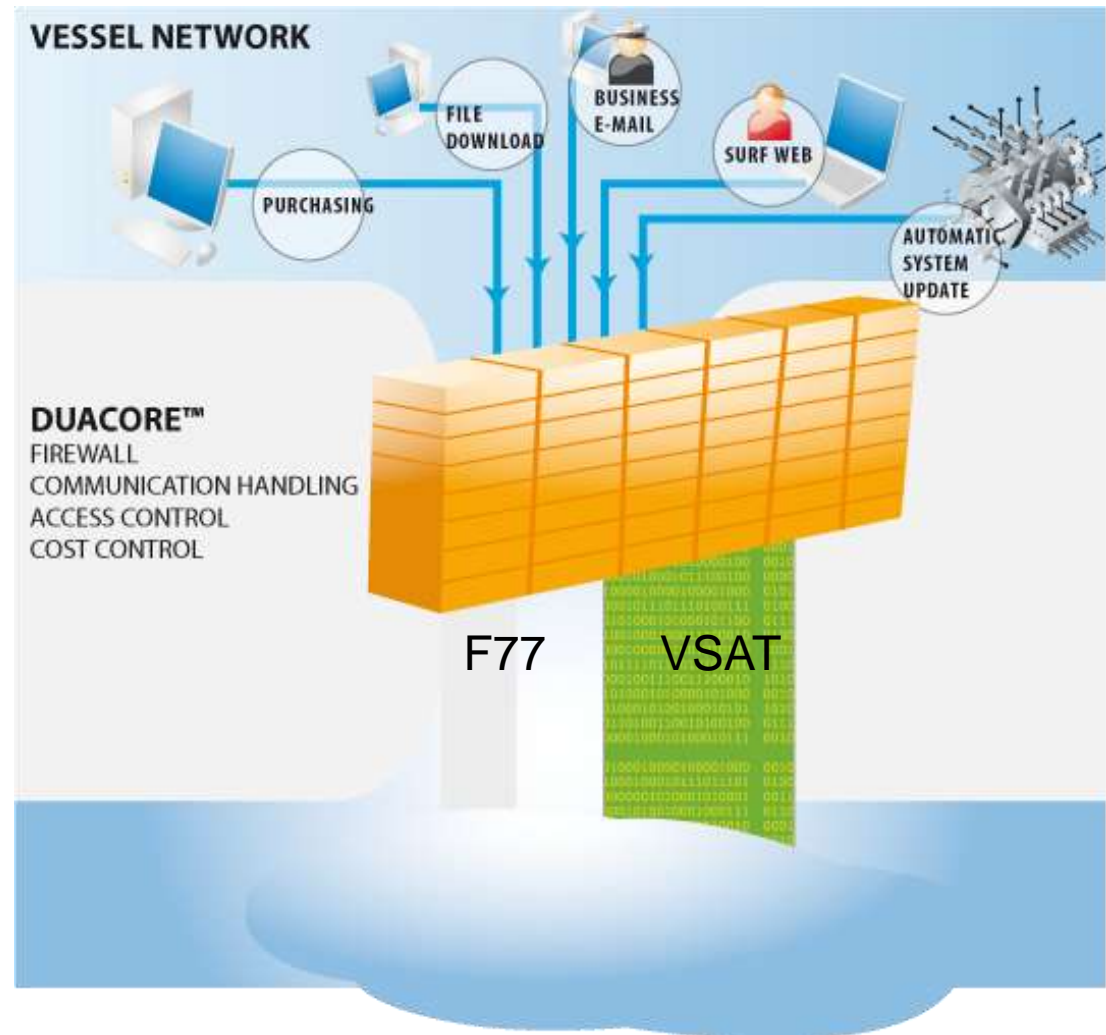
Sure usage of this equipment is first of all much easy, convinience, save time, etc for master's paper jobs. In last when I had used Skyfile + Inmarsat Fleet to send msgs with attachments I had to spend twice more time that now !!!

So I think all is clear with our feedback.

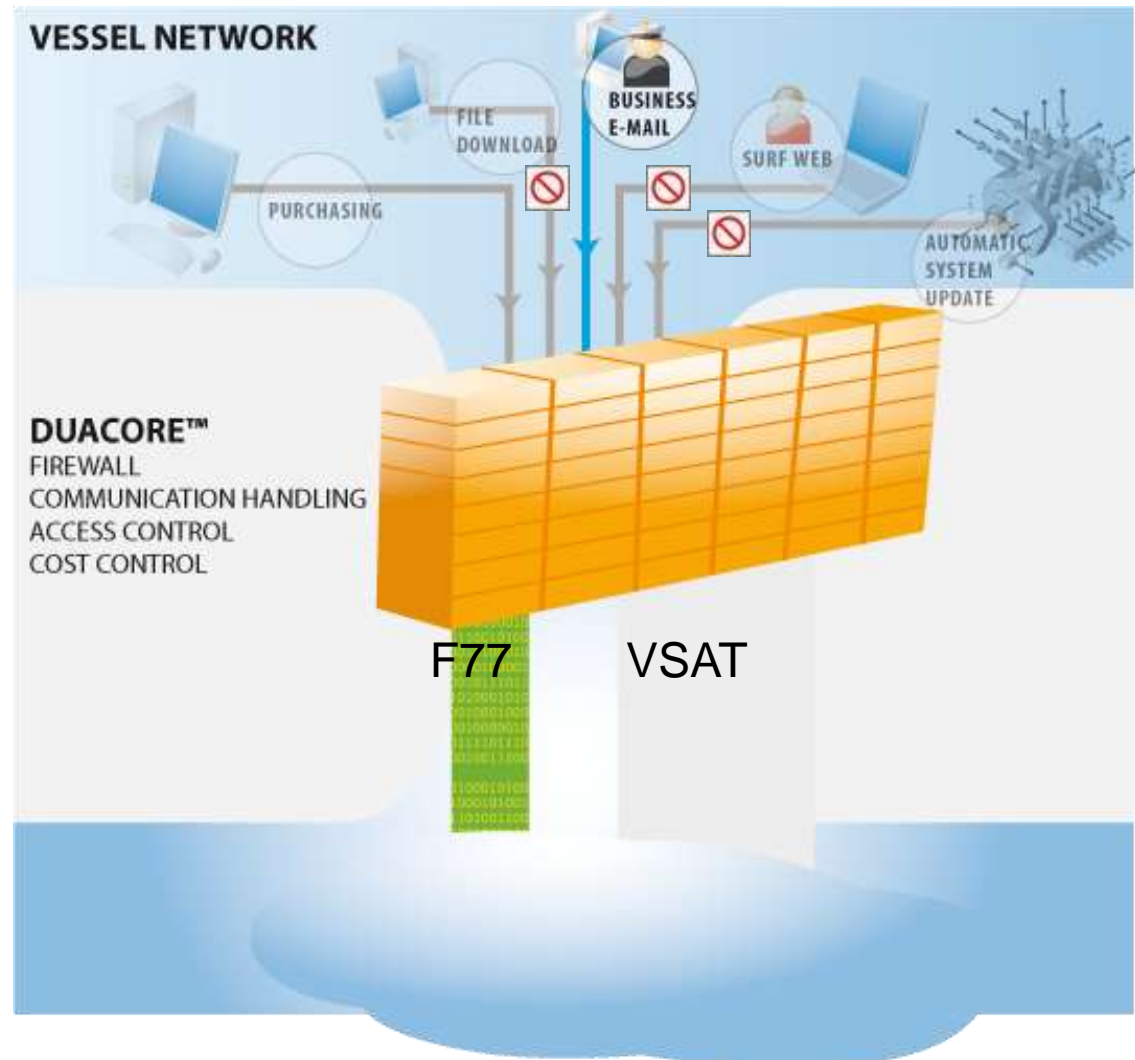
Best Regards  
master

- We ended up with a software solution from Dialog
- Automatic switch between communication equipment
- Prioritizing traffic
- Easy to install (Crew do the installation by them self)
- Possibility to use Outlook
- Integrated Crew mail
- Software based "Firewall"
- Manageable from shore

- High Bandwidth
- Fixed Cost
- All services allowed



- Reduced Bandwidth
- Variable Cost
- Closed services



- Basic features
  - User interface available from any PC in LAN
  - Communication can be activated/used from any PC
  - Access based on user's rights
- DuaCore
  - Included in standard package
  - Controlling and logging e-mail traffic
- Dialog PortMapper
  - Makes communication equipment available via LAN
  - Reduces need for cables
- DuaCore Pro
  - Controlling and logging all IP traffic
  - DHCP server included

# Clipper – Dialog Connection Suite

## Connection Suite Server

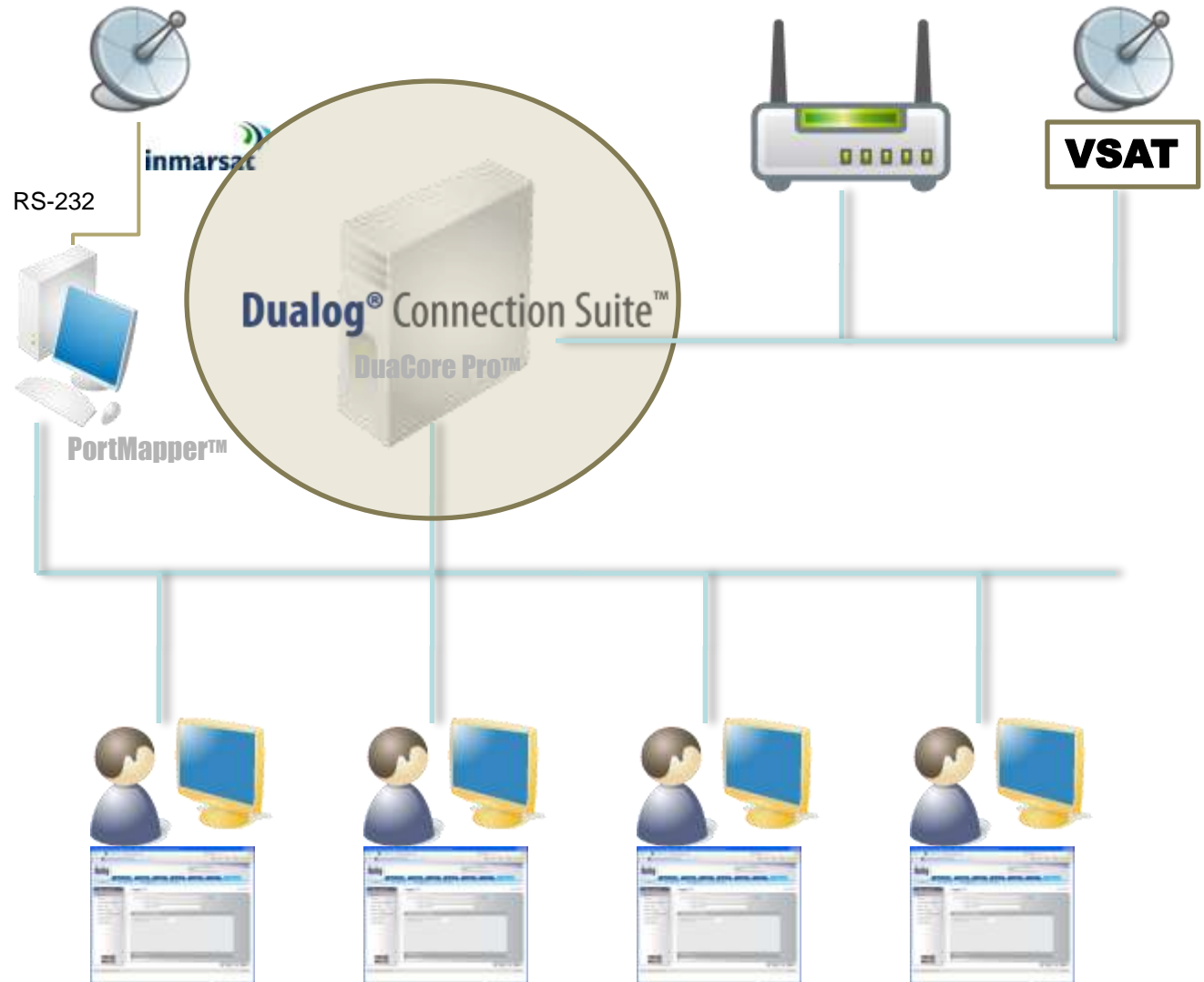
- Connection Suite Standard
- DuaCore Pro
- DHCP server
- Two network adapters

## LAN

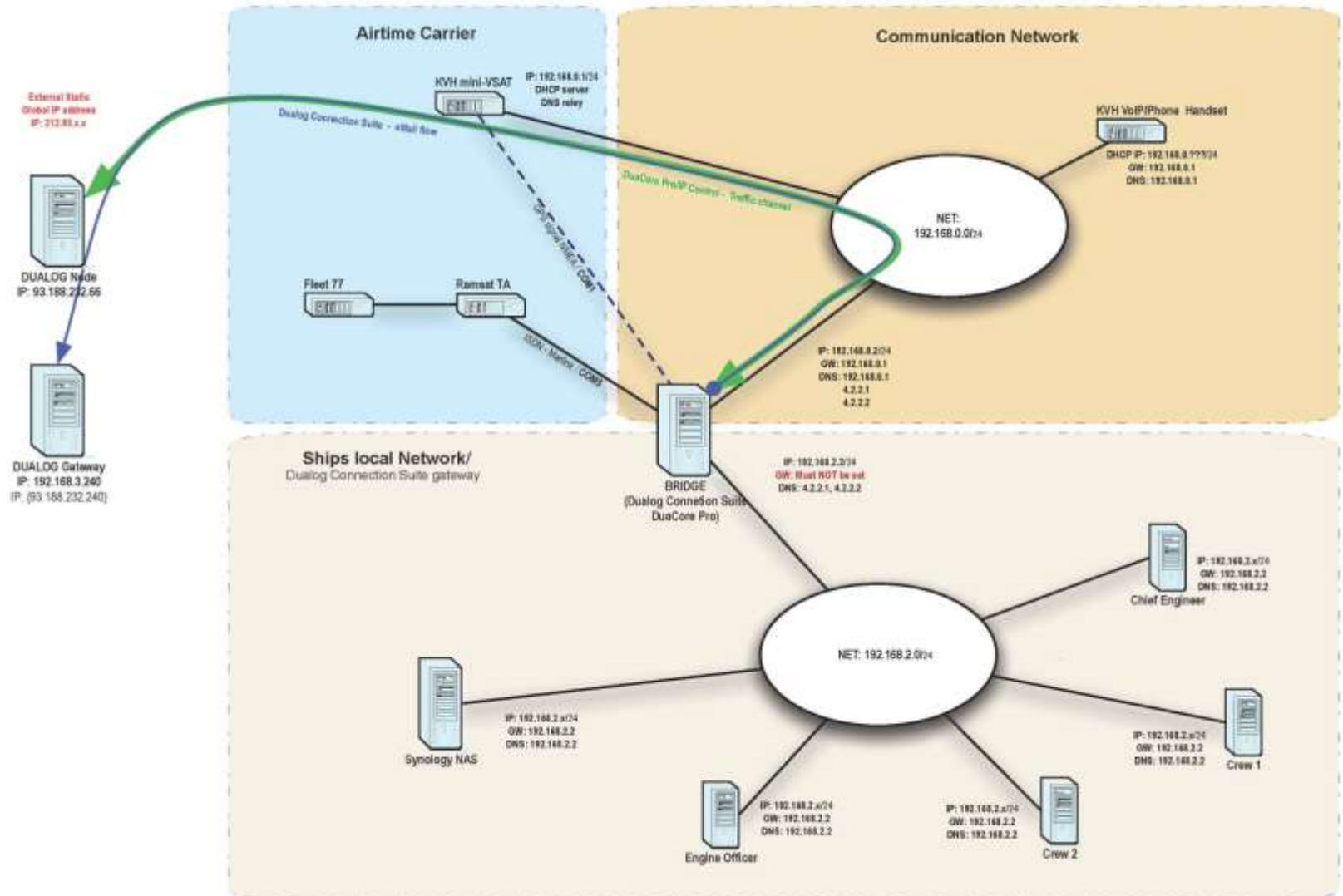
Comm. Equipment and PC LAN separated

## Features

- Controlling all IP traffic
  - User
  - Method
  - IP service
  - Destination



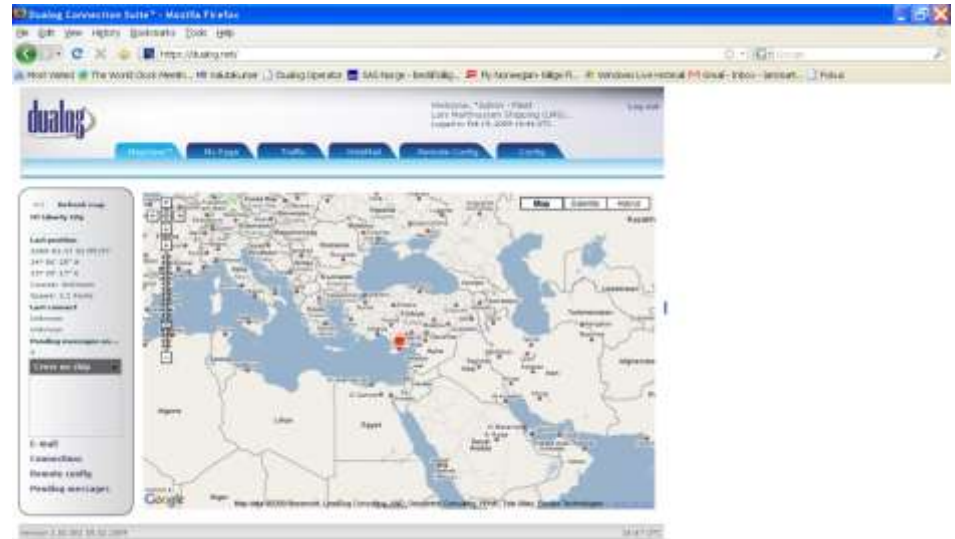
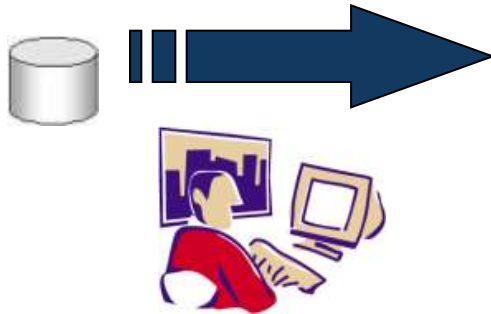
# Network onboard



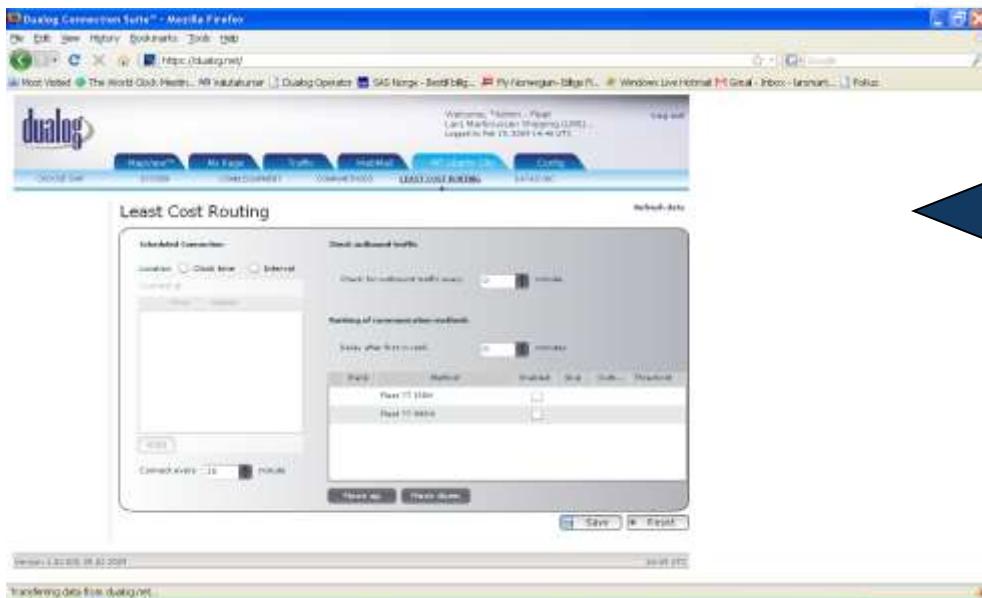
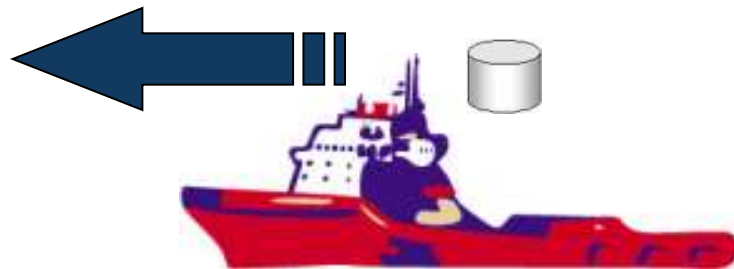
# Web-Based User Interface



On Shore:



On-Board:



# MapView – Vessels GPS position



**dualog**

Welcome, Clipper - Administrator  
Clipper Marine Services A/S  
Logged in: Oct 07, 2009 02:17 UTC

[Log out](#)

[MapView™](#) [My Page](#) [Traffic](#) [WebMail](#) [Remote Config](#) [Config](#)

<< Refresh map

**Clipper Leander**

**Last position**  
01:54:58  
71° 20' 26" N  
57° 55' 41" W  
Course: 124 degrees  
Speed: 2.14 Knots

**Last connect**  
2009-10-07 02:04:42  
VSAT

**Pending messages on...**  
0

**Crew on ship**

- Andriy Dolganin
- Jevgenijs Doleiko
- Jurijs Fedjajevs
- Kuharciks Maksims

**E-mail**

**Connections**

**Remote config**

**Pending messages**



# Mapview



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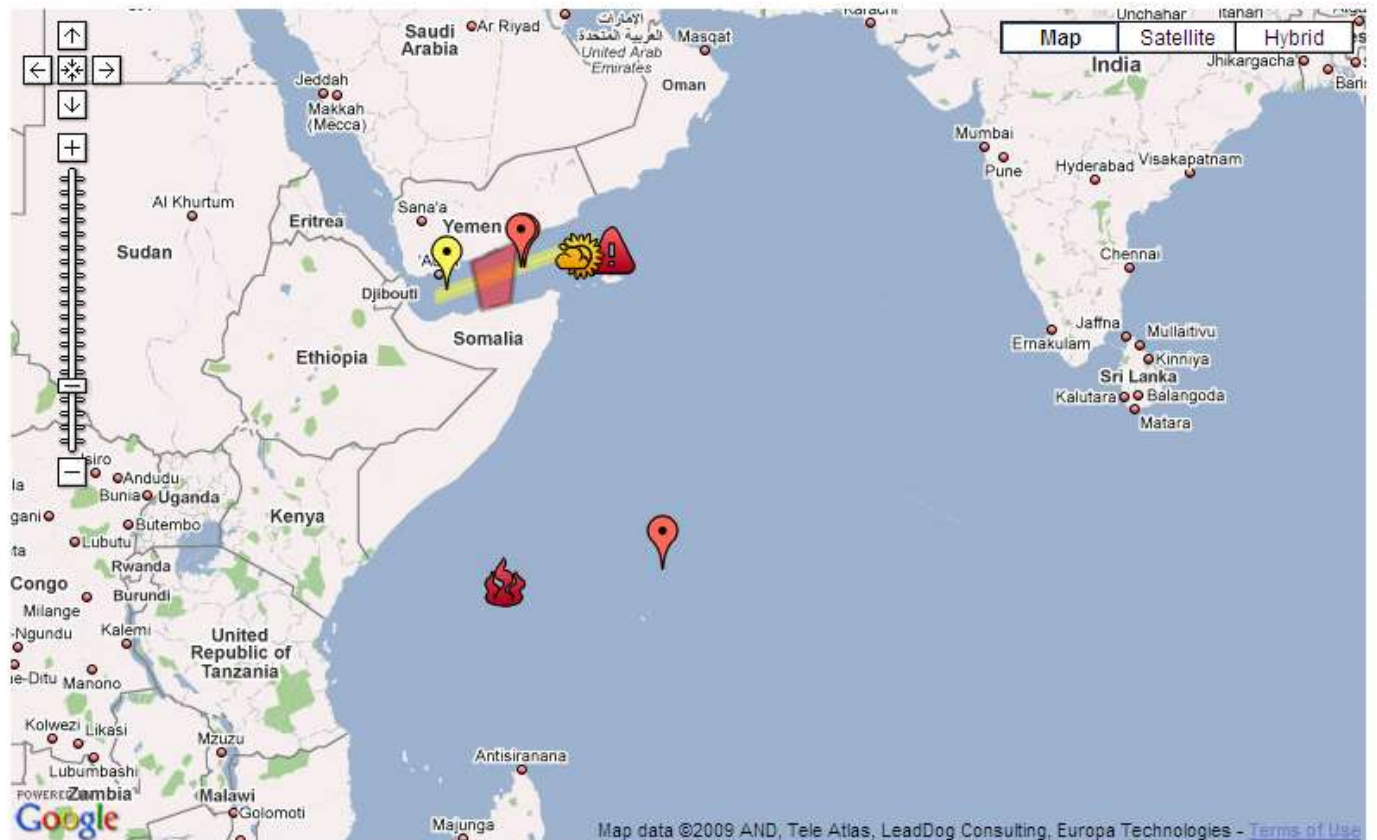
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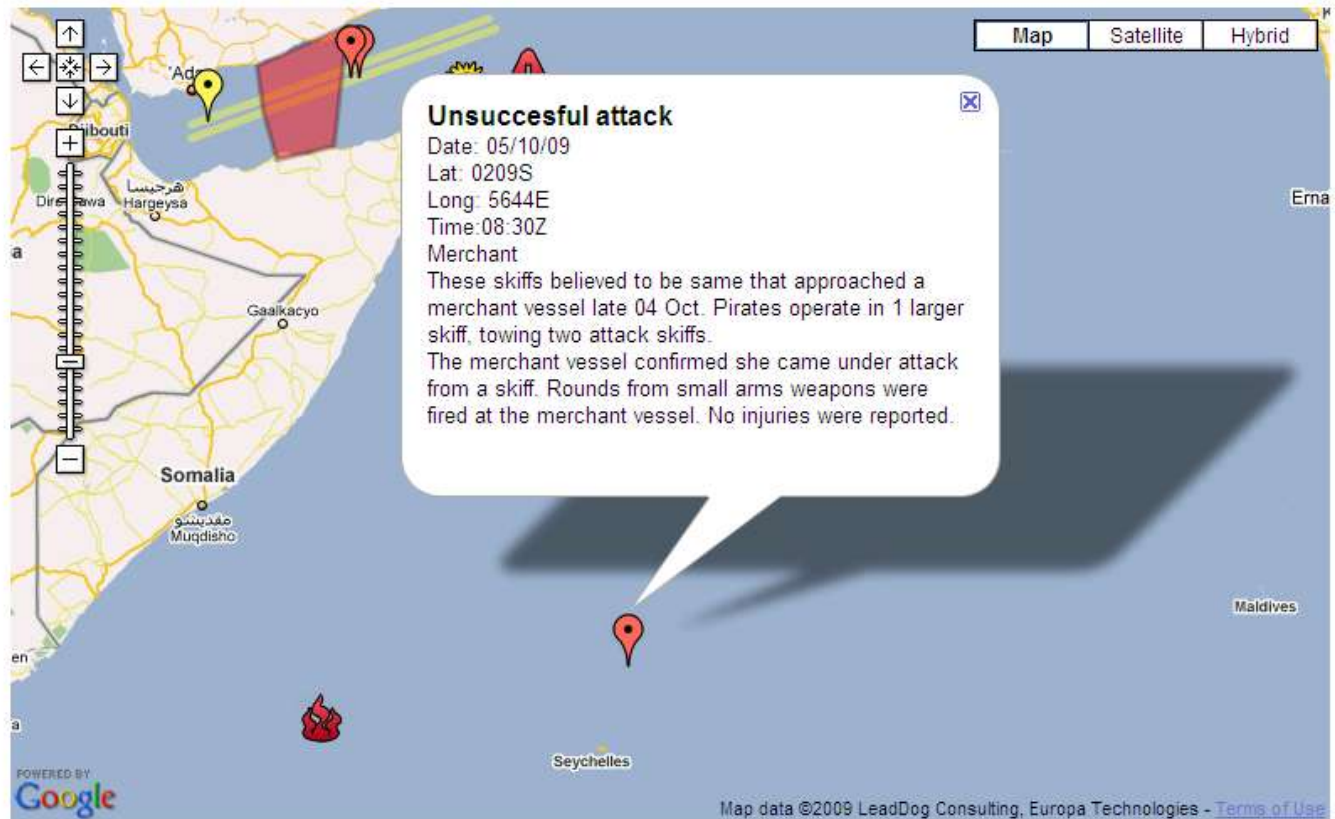
**E-mail**

**Connections**

**Remote config**

**Pending messages**

Map Satellite Hybrid



**Unsuccessful attack**

Date: 05/10/09  
Lat: 0209S  
Long: 5644E  
Time: 08:30Z  
Merchant

These skiffs believed to be same that approached a merchant vessel late 04 Oct. Pirates operate in 1 larger skiff, towing two attack skiffs. The merchant vessel confirmed she came under attack from a skiff. Rounds from small arms weapons were fired at the merchant vessel. No injuries were reported.

POWERED BY Google

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