



## **XpressLink services**

An Innovative Roadmap towards Global Xpress™  
(50 Mbps) in 2014



# XpressLink - overview

## Introducing Inmarsat

- > About us

## Roadmap to the future

- > Global Xpress

## XpressLink

- > Fixed fee VSAT and FleetBroadband services

## Why XpressLink

- > Optional – Back Up slides

## XpressLink Value Added Services

- > Optional



# **Introducing Inmarsat**

**The Mobile Satellite Company**

# Our business

**Mission-critical communications where terrestrial networks are unreliable or don't exist**





# The market leader

## Global mobile satellite communications

- Most versatile, reliable, commercial satellite communications network
- Worldwide coverage
- On land, at sea and in the air
- Widest portfolio of global satellite communications solutions and value-added services
- Unrivalled expertise in cross-platform mobile and fixed satellite, microwave and wireless technologies



# Our markets

## Customers on land, at sea and in the air

### Maritime



- The broadest portfolio of global voice and data solutions for all types of vessel
- The only global satellite safety services provider for the maritime industry

### Enterprise



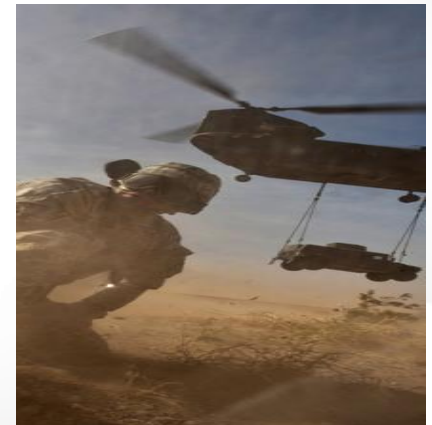
- Global, integrated communications solutions tailored for a broad range of enterprise markets
- Voice, M2M and broadband data services

### Aviation



- Global voice and data connectivity for all types and sizes of aircraft now, and in the future
- The leading satellite safety services provider for the aviation industry

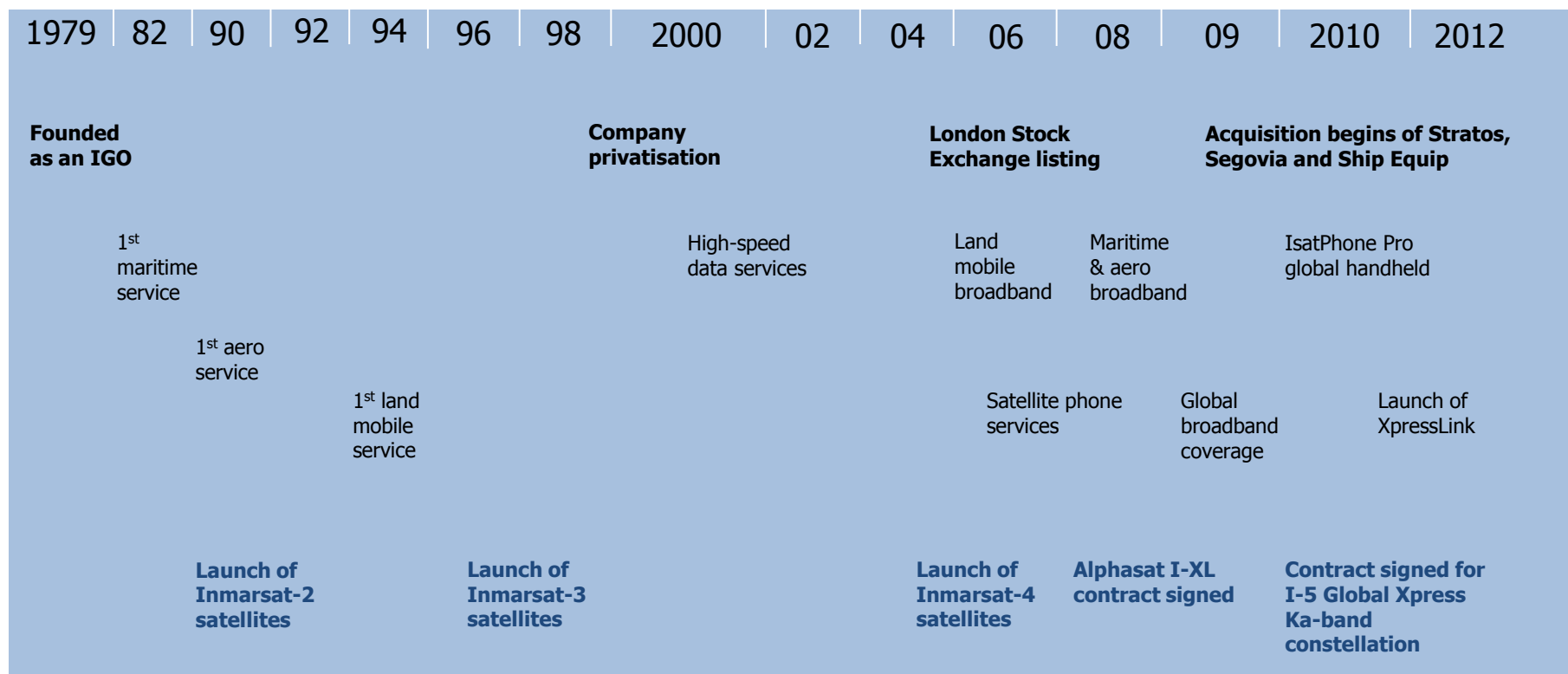
### Government



- Secure, end-to-end telecommunications solutions for US Government operations worldwide.
- Assured, end-to-end satellite communications solutions for the global government user

# A brief history

The industry leader for more than 30 years



# One Inmarsat

## Unrivalled expertise in cross-platform technologies



- > Inmarsat brand adopted across the group
- > Stratos Global
  - Fixed and mobile satellite solutions
  - Microwave and wireless technologies
- > Segovia
  - Secure IP-based managed solutions
  - Provider to the US Government
- > Ship Equip
  - Leading VSAT provider
- > Inmarsat now employs more than 1,600 staff
- > In 40 locations
- > Presence in ports and cities on every continent

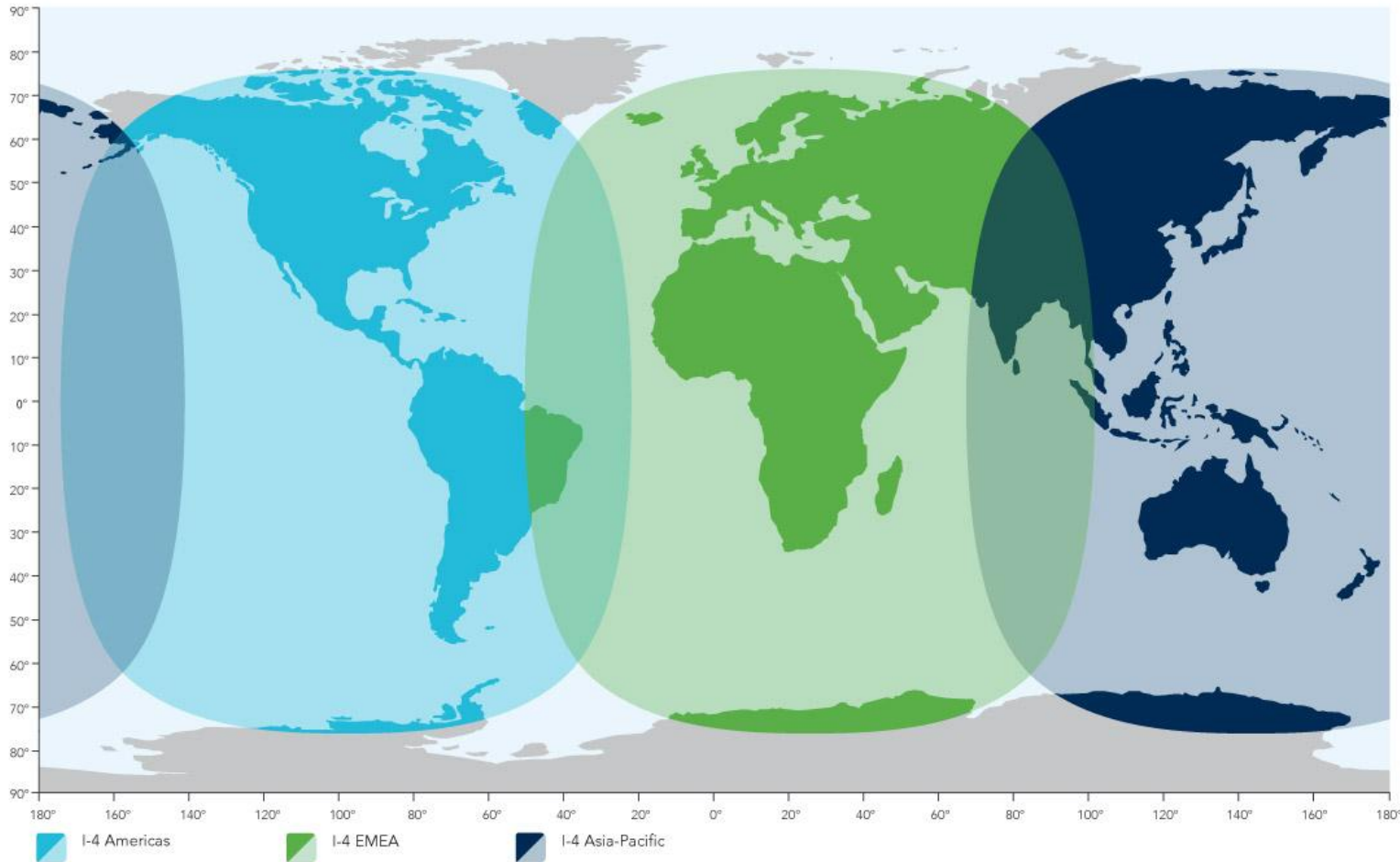


# The Inmarsat-4 (I-4) satellites

- Most advanced commercial communications satellites ever launched
- US\$1.5 billion investment
- Winner of Royal Academy of Engineering's MacRobert Award for innovation
- World's first global '3G network' via satellite
- Support latest generation mobile broadband services
- Commercial life into 2020s
- Part of a total constellation of 11 satellites in geostationary orbit



# Global mobile broadband coverage



This map depicts Inmarsat's expectations of coverage, but does not represent a guarantee of service. The availability of service at the edge of coverage fluctuates depending on various conditions.



# Roadmap to the future

# Market changes

## Traditional user demands

- Limit communication to typically 50Mb – 1 Gb per month/ship
- Keep communication cost at 500 – 1000 USD/month/ship
- Accept added cost of service, maintenance and high voice charges

## Present user demands

- Unlimited always on broadband ~ USD 3000/month
- Fixed and predictable cost, less than 1% of op-ex
- Increase in monthly cost is offset by:
  - Increased crew retention & reduced need to recruit new crew
  - Remote for operational monitoring, fuel optimization, routing issues etc.
  - Reduced maintenance cost by remote support

# Global Xpress™

## Another giant leap for mankind



- US\$ 1.2 billion global broadband network
- Download speeds of up to 50Mbps
- Boeing contracted to build three Inmarsat-5 satellites
- First launch 2013, with global coverage in 2014
- Pioneering use of high frequency Ka-band
- Each satellite to carry 89 Ka-band beams
- Steerable capacity
- Lifetime of 15 years
- Complements our L-band services





# **XpressLink**

**- A Bridge to Global Xpress™**

# Why XpressLink?

- Inmarsat Maritime:
  - 1,000 + installed VSATs
  - 20,000 + installed FleetBroadband terminals
- Estimated 7,000 ships have installed VSAT of 42,000 potentially. (COMSYS report, conservative estimate)
- VSAT customers use on average 45 GB per month (duplex)
- Demand for real worldwide coverage
- Value added services
  - Simplify operation
  - Manage crew solutions
  - Handle large amounts of data

# What is XpressLink?

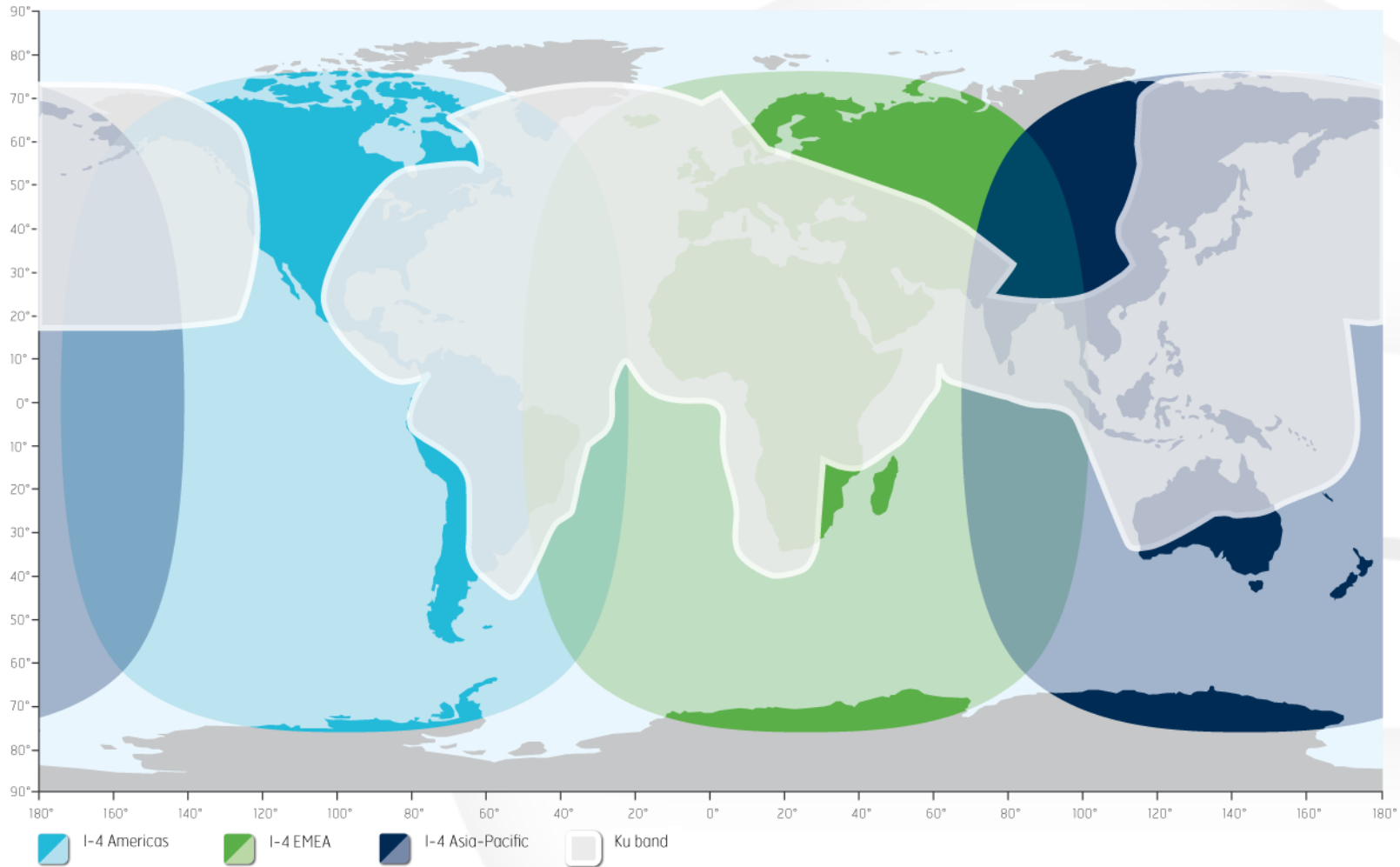
- XpressLink offers a managed end-to-end broadband service allowing the ship owner to focus 100% on running his business
- XpressLink connects your vessels globally with high-speed broadband in one fixed monthly fee
- Fully redundant, with two terminals operating on two separate satellite networks providing maximum uptime
- Inmarsat XpressLink service includes a free upgrade to Global Xpress - a future proof solution

# XpressLink

## High-speed broadband

- Always-on speeds of up to:
  - 1536 Kbps from 2014
  - 768 Kbps until 2014
- Committed Information Rate (CIR) 192 Kbps (384 Kbps CIR from 2014)
- FleetBroadband speeds of 432 Kbps burstable (FB500)

# XpressLink Offers Full Global Coverage



This map depicts Inmarsat's expectations of coverage, but does not represent a guarantee of service. The availability of service at the edge of coverage areas fluctuates depending on various conditions. XpressLink coverage from Q2 2012.



# XpressLink

## Integrated solution

- Bundled Ku-band and L-band satellite communication service
- VSAT and FleetBroadband terminals (FB500 or FB250)
- VSAT antenna and electronics rack
- 1 public IP address
- 4 VSAT and 1 FleetBroadband voiceline w/ handset
- A range of applications and support products to improve operational efficiency

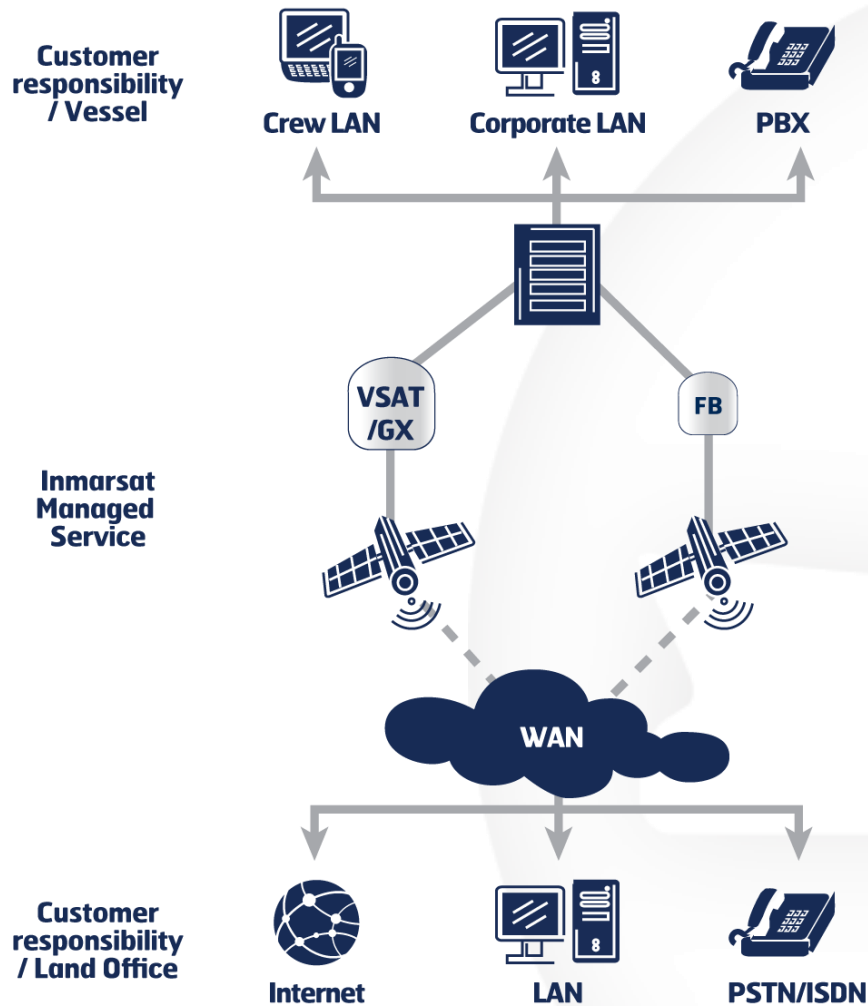
# Worldwide Coverage through XpressLink

**Ku/Ka-band VSAT  
primary broadband link**

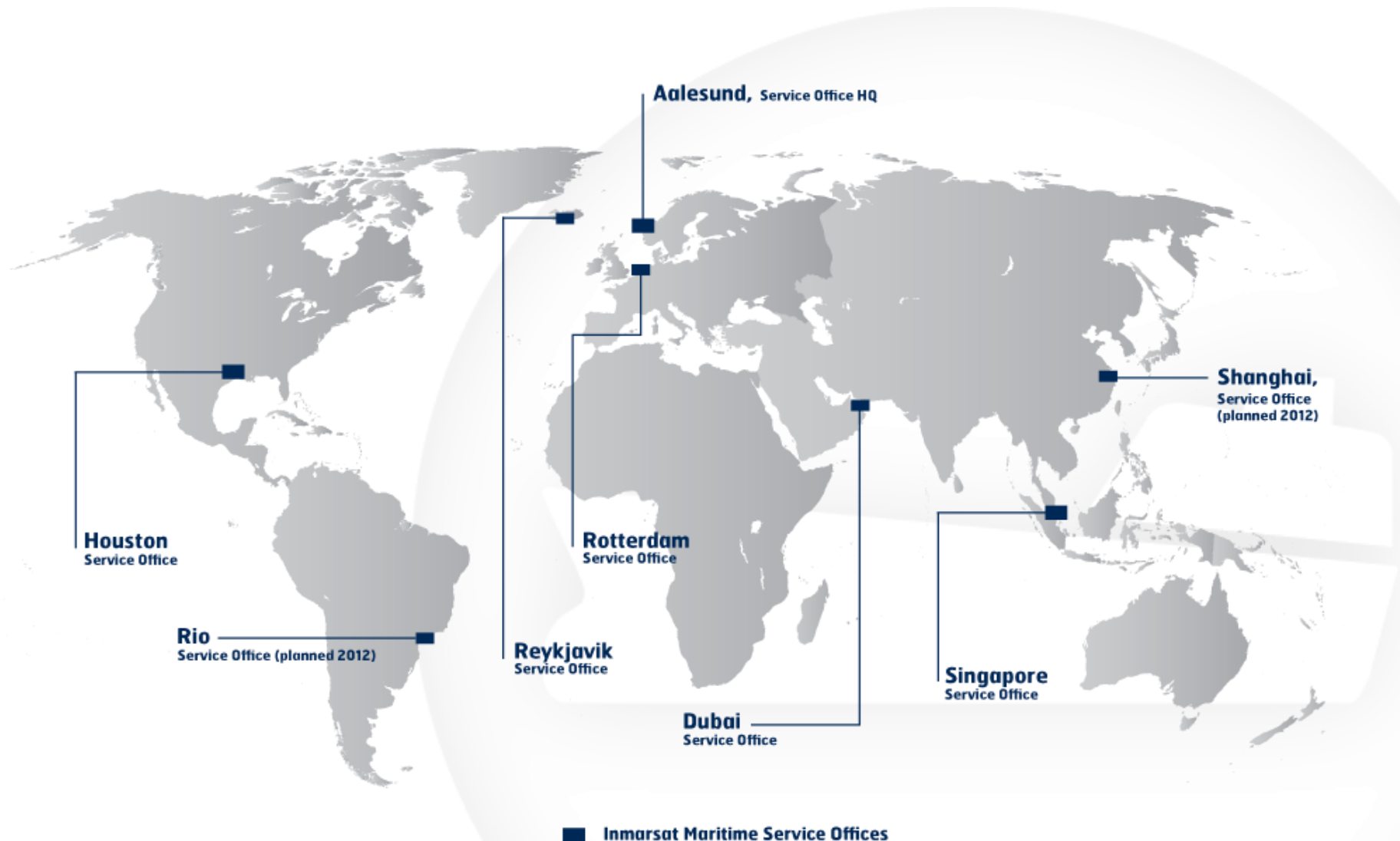
**FleetBroadband for redundancy  
and out of Ku-coverage**



# End-to-End Managed Solution

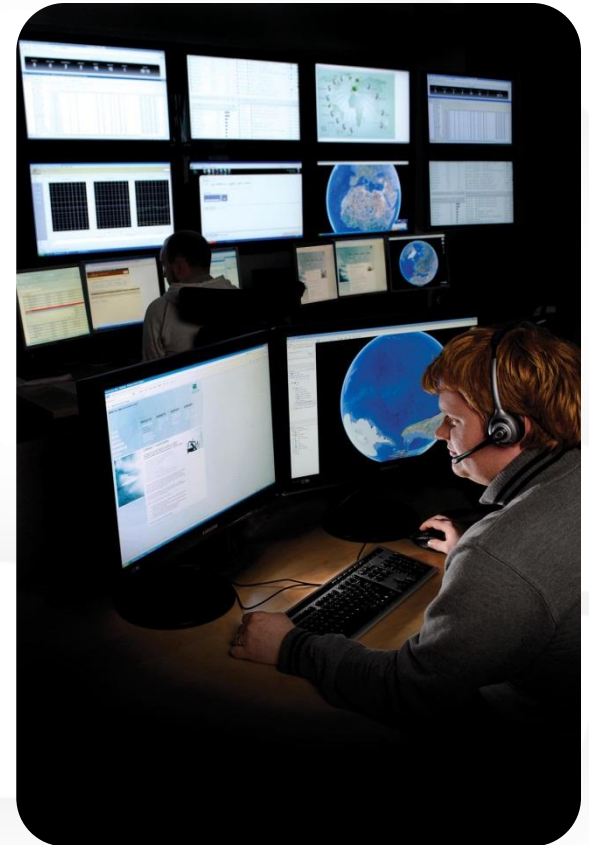


# Worldwide Network



# 24/7 Support Center


- Network monitoring to ensure the highest level of service availability
- Advanced trouble-tracking system and escalation procedures for expedited resolution
- Skilled experts for reliable, efficient, and responsive technical support
- 1st, 2nd and 3rd line support
- Superior customer service 24 hours a day, 7 days a week
- Local sales and service support offices around the globe






# Customer Portal- for Vessel Management


# MYSHIPBOOK




The mobile satellite company™




HOME




MY ORDERS




VESSEL TRACKER




CREW SERVICES




REPORTS




INVOICES



MAINTENANCE



SUPPORT











VSAT PLUS

MyShipBook ▶ Home

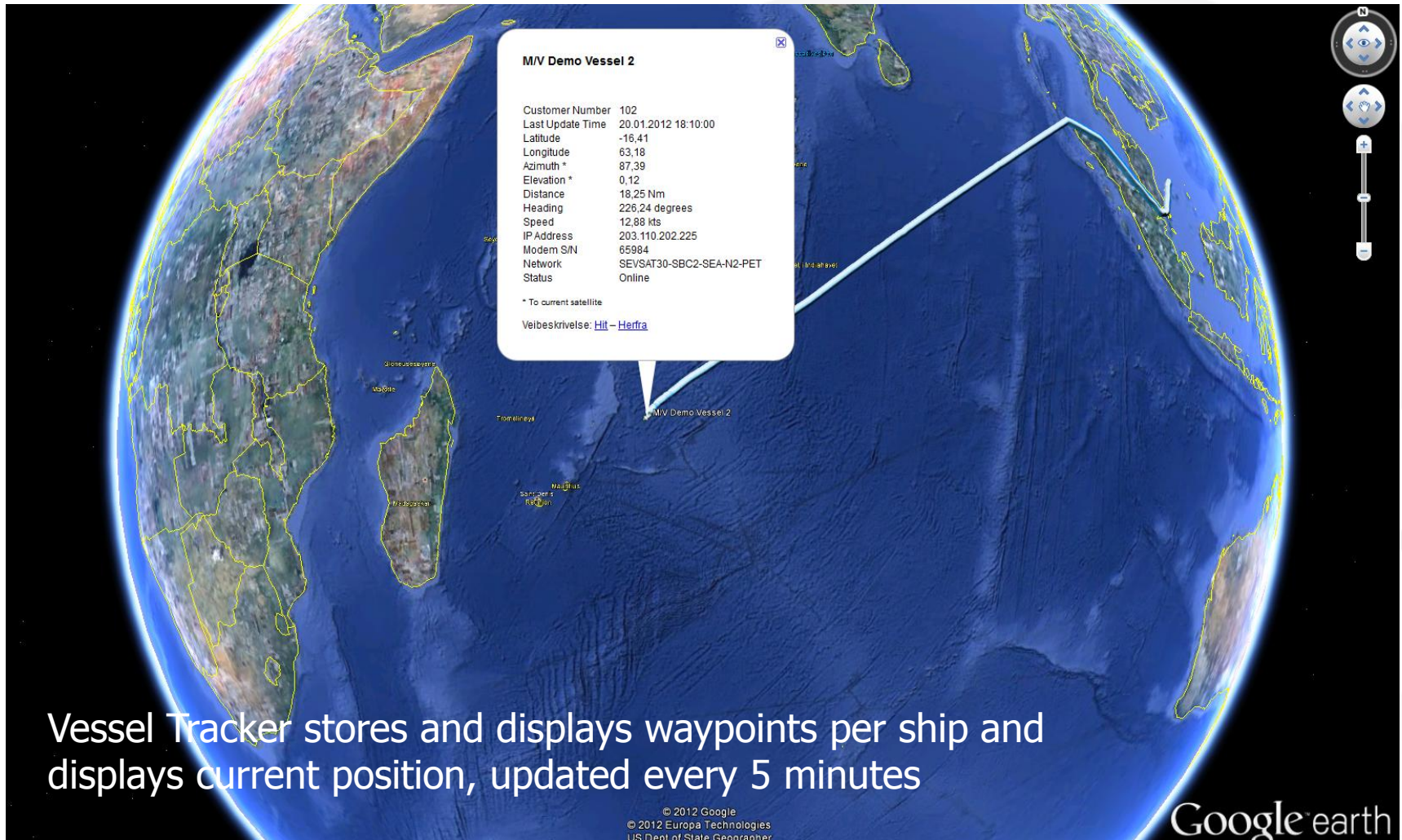
Marta Hauge ▼

WELCOME TO MYSHIPBOOK, MARTA HAUGE



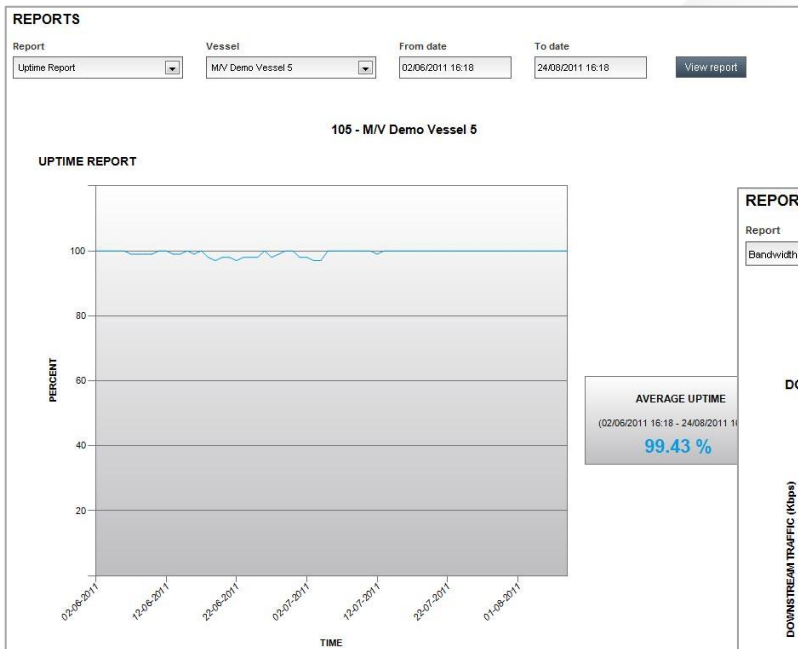
VESSEL	INVOICE ▼	ORDER ▼
M/V Demo Vessel 1	 Invoice overdue	<input checked="" type="checkbox"/> Status OK
M/V Demo Vessel 2	 Invoice overdue	<input checked="" type="checkbox"/> Status OK
M/V Demo Vessel 3	 Invoice overdue	<input checked="" type="checkbox"/> Status OK
M/V Demo Vessel 4	 Invoice overdue	<input checked="" type="checkbox"/> Status OK
M/V Demo Vessel 5	 Invoice overdue	<input checked="" type="checkbox"/> Status OK
M/V Demo Vessel 6	 Invoice overdue	<input checked="" type="checkbox"/> Status OK

# Customer Portal- Vessel Tracker



# Customer Portal – Bandwidth Reports

➤ Reports showing use of bandwidth and uptime



# XpressLink packages

	Upload Speed		Download Speed		Price USD
	Burst	CIR	Burst	CIR	
<b>Basic</b>	128	32	128	32	2599
<b>Pro</b>	256	64	256	64	2999
	128	32	384	96	
<b>Premium</b>	512	128	512	128	3399
	256	64	768	192	

- 36 month contract with additional 36 month optional free upgrade to Global Xpress
- Additional fee for installation, preparation and production
- Monthly rental of the VSAT terminal included in the package. Option to utilise previously purchased equipment available, subject to approval
- Voice not included

# Meeting your evolving needs

## **Inmarsat Maritime as a company**

- Your trusted, long-term partner for maritime broadband connectivity
- World's most successful and experienced VSAT and FB provider

## **Maritime broadband options**

- Inmarsat Maritime combines the best of both worlds: VSAT and FleetBroadband
- Truly flat fee global broadband
- Broadband at speeds up to 768 kbps
- Seamless worldwide network
- Upgrade to high-speed internet to the vessel (up to 50Mbps) with Global Xpress in 2014
- Best in class user experiences with solutions from Inmarsat Maritime



# Questions?

## XpressLink from Inmarsat Maritime

An Innovative Roadmap towards Global Xpress (50 Mbps) in 2014





# Back Up Slides



# Why XpressLink?





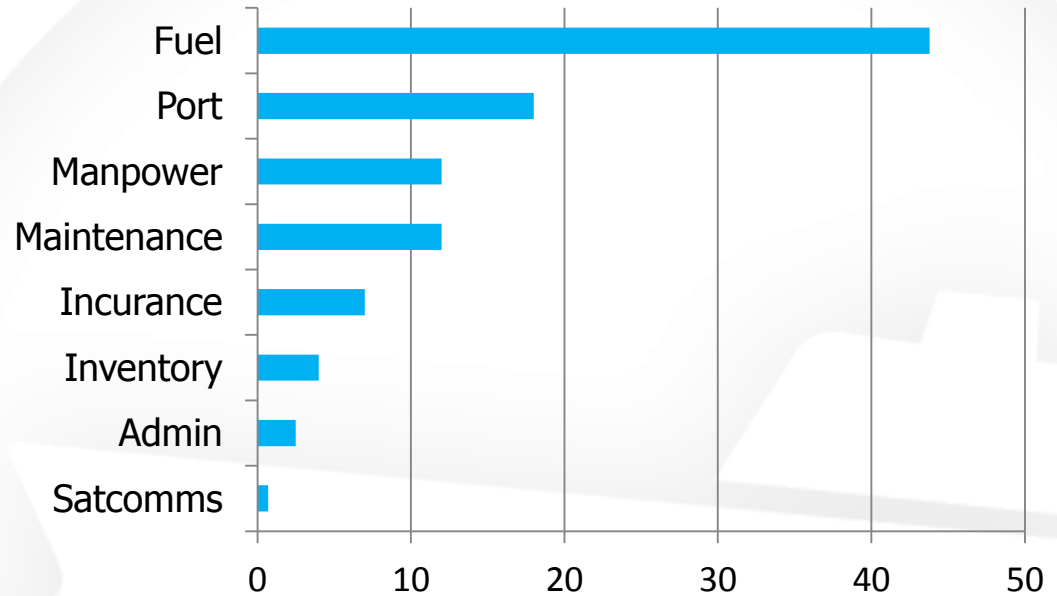
**FEEL THE PULSE OF YOUR SHIP**



# Increased Operational Efficiency

- Efficient ship-shore communication
- Immediate e-mail transmissions
- Easy knowledge and resource exchange
- Peer-to-peer support
- Safest and fastest route planning
- Fuel optimised route

**Vessel Cost per Category**







**FEEL THE PULSE OF GLOBAL PRESENCE**



# Improved Operational Efficiency

- Vendor support. E.g. send a picture of the equipment to initiate quick response
- Connect for equipment diagnostics and error correction
- Support from ship owner resources
- Online remote systems assistance
- Avoid idle-time from waiting for IT consultant
- Reduced travelling expenses and use of external consultant use



**FEEL THE PULSE OF YOUR FAMILY**

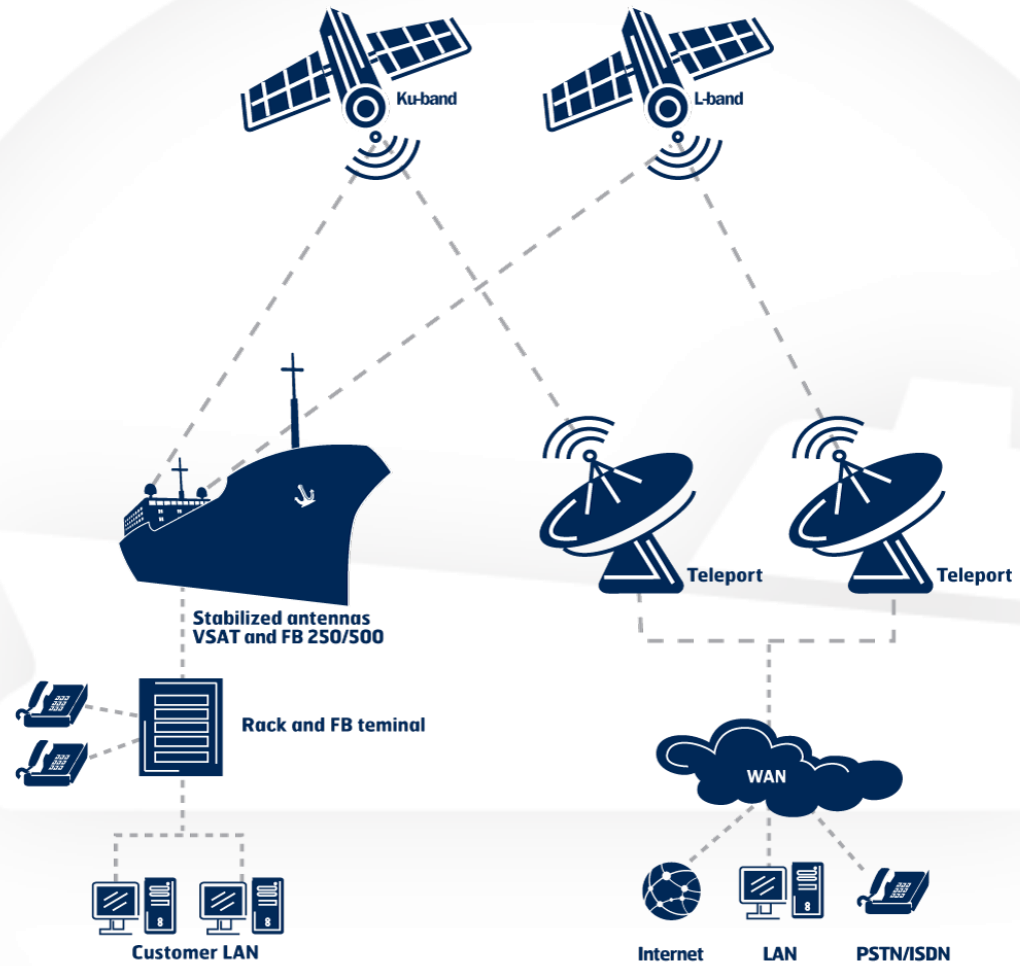


# Increase Crew Retention

- Stay in touch with family and friends
- Maintain professional and private network
- Consult medical resources
- Remote diagnostics by telephony, internet and video
- Younger crew have new habits – they will bring their habits to sea (Facebook, Hotmail, Twitter, iPhone, iPad etc.)
- Crew want to use (smart)phone, laptop, table, internet, e-mail and other network based tools without limitations
- Stay updated on news and events

# Managing the Terrestrial Network & Satellite Link

- All teleports are globally connected via terrestrial back-bone
- If required Inmarsat can provide the last mile to your office network
- Inmarsat delivers end-to-end managed services



# The Pulse



# Project/Production

## Inmarsat Maritime

- Arrange schedule and gather information. GA drawing, schedule, timeline, etc.
- Check and return Order Confirmation
- Production and assembly according to orders
- Factory Acceptance Test and tested to satellite



## Ship Manager

- Commit to vessel's docking plan
- Arrange for crane at yard/dock/quay for hoisting antenna



# User Analysis

## Inmarsat Maritime

- Plan placement of antenna, avoid obstruction or interference from other transmitting equipment.
- Simulations, Drawings, Pre-installation checklist.
- Plan and co-ordinate with customer on pre-installation tasks and activities



## Ship Manager

- Commit to pre-installation tasks, cable laying, crane and pedestal

# Logistics

## Inmarsat Maritime

- Co-ordinate shipment to arrive at designated port
- Ship documentation and other requirements
- Provide time-line & budgetary cost
- Stocks and Spares availabilities



## Ship Manager

- Provide correct delivery and agent details
- Advise of any other special requirement

# Service and Installation

## Inmarsat Maritime

- On-site installation and commissioning
- 1 Day, 1 Engineer, 1 system
- Provide basic instructions and training to end-user
- Annual servicing and repair
- Inmarsat Maritime Academy



## Ship Manager

- Care for VSAT and FB equipment
- Provide power to the antenna when sailing

# Extended Customer Care

## Inmarsat Maritime

- Feel the customer's pulse
- Customer know-how
- Value added service
- Coordinating role within the company



## Ship Manager

- Make use of Customer Portal for your management tools
- Communicate with Aftersales



# **XpressLink Value Added Services**

# Value Added Services

## Management tools accesible via customer portal (Q3)

### > Threat management

- Firewall
- Category and application filtering
- Black/White listing
- Web reputation
- Data History Reporting
- Antivirus

### > Office – Vessel integration

- VPN
- MPLS