

## CASE STUDY



# Mission-Critical Connectivity for Svitzer's Global Fleet

### The Challenge

To standardise communication across Svitzer's global tug fleet with robust and reliable high speed connectivity, managing 430 vessels from a central location.

### The Westbase.io Solution

A ruggedised Cradlepoint COR router combined with NetCloud Manager and Zscaler Internet Security; a robust, cloud-managed solution capable of supporting a global fleet and delivering mission-critical, secure connectivity in extreme and remote environments.

### The Results

- + Improved, streamlined communications across the Svitzer global fleet
- + Fleet up-time and productivity has been boosted
- + Significant improvement in the performance of Svitzer's on-board applications
- + Simplified troubleshooting means downtime is minimised for on-board users
- + Dramatic decrease in the load on IT support resources
- + Secure, standardised and reliable on-board ICT allowing personnel to operate effectively and safely

# Svitzer

Part of the Maersk Group, Svitzer has been providing safety and support services at sea since 1833. With 4000 employees, a fleet of 430 vessels and operations all over the world, Svitzer is recognised as the global market leader within towage and emergency response. Supplying safe and reliable tailor made marine services around the world, Svitzer enables its customers to deliver smooth and uninterrupted operations in all conditions.



## Standardising Communications To Enable Digital Operations

Managing a fleet of 430 vessels that are distributed globally and exposed to extreme weather conditions and challenging operations is no mean feat. Communications with these vessels is not straightforward either, as every country has a different implementation of 4G LTE network and ship-to-shore WiFi.

To overcome these communication difficulties Svitzer needed to standardise the IT on its global tug fleet so that all vessels had the same high quality of connectivity, meaning the company could enable more modern digital operations globally. The solution needed to deliver cloud connectivity, satellite connections, failover capabilities and ship-to-shore connectivity. Svitzer also wanted to be able to manage their entire fleet from one central management dashboard in order to eliminate paper-based reporting and enable real-time updates and access to critical documentation.

Overall the solution needed to

- + Feature a cloud-managed product capable of supporting a global fleet
- + Withstand the deployment and operational challenges of a marine environment
- + Be robust enough to endure the extreme temperatures, humidity, vibrations, water splash and transient voltage that tugboats experience
- + Provide a secure remote management tool to allow real-time monitoring
- + Be implemented rapidly, be flexible and cost effective

## Finding The Right Product

The Svitzer global IT team had struggled to find a solution that met all of its requirements until a rugged, intelligent managed 4G LTE WiFi router was suggested. Designed to deliver **mission-critical, always-on connectivity even in the most challenging of environments**, the Cradlepoint COR router provides enterprise-grade 4G LTE communications and supports a host of other standards that are essential to enable ship-to-shore communications anywhere in the world.

As the official in-region distributor for Cradlepoint, Westbase.io was approached to provide initial proposals for the project and to subsequently support it through to its completion. As well as the Cradlepoint COR router, Westbase.io specified **NetCloud Manager and Zscaler Internet Security** to meet the remaining solution requirements for manageability and security. To ensure that this solution would stand up to the deployment and operational challenges of a marine environment, a comprehensive trial began in Europe.

*"The trial was a complete success," said Sacha Kakad, Managing Director at Westbase.io, "The Cradlepoint solution proved more than capable of delivering everything that Svitzer required to connect their global fleet."*

Following this success, a full roll out was agreed and begun. **Knowledge sharing sessions from Westbase.io** supported this by ensuring Svitzer fully understood, and was comfortable with, the solution and its capabilities.

*"Westbase.io supported us throughout the project," said Khurram Inam, Svitzer's Regional IT Manager for Europe, "From helping us to understand the overall solution to providing technical assistance, they made sure we were fully supported."*

## Supporting A Large, Globally Distributed Fleet From One Dashboard

Cradlepoint's NetCloud Manager was incorporated into the solution to provide **simplified deployment and real-time remote monitoring** of Svitzer's geographically distributed network locations. By receiving instant insights and intelligent management from NCM, the central Svitzer IT team can now **remotely resolve connectivity issues, configure groups and update firmware**; all of this with just a few clicks, which saves Svitzer both time and money.

NCM provides the latest information about the network health, utilisation and importantly allows a device-centric management approach. The easy to use management dashboard and reporting engine simplifies the use of multiple mobile operators to support the high bandwidth data requirements of each country as well.

## Uninterrupted Critical Services With Zscaler Internet Security

Security of the network was as equally important as reliability for Svitzer. With so many mission-critical operations taking place, protecting Svitzer's network from attacks is critical to providing uninterrupted essential marine operations.

In combination with Cradlepoint's cloud managed networking solution, Westbase.io therefore also recommended Cradlepoint's Zscaler Internet Security; its intuitive dashboard enables easy monitoring of malicious activity and improves company protection.



*The Zscaler Internet Security platform delivers robust protection from attacks, viruses and worms and can be centrally managed to ensure standardised policy enforcement and destination filtering.*

## Failsafe Connectivity, Operational Efficiency And Secure Communications

Svitzer has reported numerous benefits since rolling out the Cradlepoint solution, including:

- + With secure, standardised and reliable on-board ICT, Svitzer personnel have the technology they need to operate effectively and safely
- + The ability to easily troubleshoot problems and minimise downtime for on-board users
- + Significant improvement in the performance of Svitzer's on-board applications
- + Fleet uptime and productivity has been boosted, whilst Svitzer has seen a dramatic decrease in the load on IT support resources required to maintain business continuity
- + Paper-based reporting has been eliminated and real-time updates and instant access to critical documentation has optimised processes

*"Reliable, dependable communications at sea are essential. Cradlepoint has helped us revolutionise how we communicate with our vessels globally. We've been able to equip our global fleet with standardised and reliable on-board ICT, giving our people in the field the technology they need to operate effectively and safely."*

**- Khurram Inam, Svitzer's Regional IT Manager for Europe**



## Svitzer Enters A New Era Of Modern Digital Ship-To-Shore Operations

Security of the network was as equally important as reliability for Svitzer. With so many mission-critical operations taking place, the implementation of the Cradlepoint solution has enabled Svitzer to enter a new era of modern digital operations. With remote crew and operational management, real time tracking and standardised high speed ship-to-shore communications, Svitzer continue to be the world market leader and raise the bar in towage and emergency response services.

"Svitzer is an excellent example of what 4G LTE communications can enable for businesses today," said Kakad, "Modernising their infrastructure with truly flexible communications has not only made their network more manageable from an IT perspective, but it's also delivered real business improvements by enabling their tug boats and employees to do more, more easily."

*"To have rolled-out this global solution in just over 12 months has been a humongous task. Today we are better synchronised as an organisation, with vastly improved connectivity and better communications with our vessels. Having Cradlepoint's solution has definitely proved a business enabler."*

**- Khurram Inam, Regional IT Manager Europe, Svitzer Marine.**

## Cradlepoint COR routers and NetCloud Solution Packages

Cradlepoint is the leading vendor of high performance routers covering branch, mobile and IoT, connecting organisations, people, places and things with cutting edge solutions. Cradlepoint's high-calibre range of routers and cloud based solutions are ideal for mission critical applications that require reliable 24/7 connectivity.

Cradlepoint NetCloud Solution packages include your choice of leading hardware options, NetCloud Manager for remote deployment, monitoring and configuration of your network, NetCloud Perimeter for secure networking using a perimeter-secured overlay network, 24x7 support from Cradlepoint and limited lifetime warranty.



If you have any questions about this case study, or the solution and products involved, then please contact Westbase.io:



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