

BEYOND NO COMPROMISE

SES and OmniAccess

Case Study

Industry

Mobility — Maritime

Location

Palma de Mallorca — Global



SES[▲]

Together with OmniAccess — a leading provider of VSAT services for super-yachts and luxury cruise ships — we provide vital connectivity to the world's most elite yacht owners.

OmniAccess focuses on approximately 250 vessels, including many of the world's most impressive yachts. Our partnership enables them to provide high-speed maritime connectivity wherever, and whenever, it's needed.

We live in a connected world, becoming more dependent on the internet with each passing day. For the top 1%, being constantly connected is how they make their money, and is crucial to successfully running their businesses – wherever they are. For those who own professional sports teams, it's essential that they can stream the games live without any interruption. So while they are exploring the world's oceans from the comfort of their yacht, they expect the same connectivity they have at home or the office – with high speeds, quick downloads, and buffer-free streaming TV. For ships of this size – up to 100 metres in length, with as many as 80 crew members – connectivity means more than just business and entertainment. It's essential infrastructure for engine monitoring, weather, navigation, security, travel arrangements, and ordering parts and supplies. Downtime is simply not an option.

OmniAccess leads the market in specialised maritime connectivity services for super-yachts. The company focuses on approximately 250 vessels, including many of the world's most impressive yachts. Our partnership enables them to provide high-speed maritime connectivity wherever, and whenever, it's needed. Using a mix of our satellites, OmniAccess operates a proprietary global network from five teleports, providing VSAT solutions for ultra-high speed internet connectivity at sea, integrated maritime IT networks, and streaming IPTV solutions.



Together, we work to find solutions to their clients' greatest challenges. This has positioned OmniAccess as the VSAT provider most trusted by shipbuilders, brokers, owners and crew alike.

Super-yachts have requirements that run from the simple to the complicated – from connectivity not far off the Mediterranean shore to ongoing connectivity while sailing toward the poles. A slight delay or lost packet while streaming a game would appear as buffering or stop frames – something that simply isn't acceptable. Their no-compromise clients demand extreme flexibility for sudden upgrades, downgrades, changes of speed, and the provision of high-quality services in the most remote ocean areas – some never before covered by satellite footprints, and often on very tight timelines.

Together, we work to find solutions to their clients' greatest challenges. This has positioned OmniAccess as the VSAT provider most trusted by shipbuilders, brokers, owners and crew alike. Their 24/7 Network Operations Centre (NOC) stands at the ready to solve any issues their clients may experience, supported every step of the way by our experts to ensure each client is connected where and when they need to be. Being flexible and prepared to meet the high expectations of this niche market is essential to the company's success.

Meeting the demands of these clients takes quick and creative thinking. When a client announced they wanted to sail around the Seychelles with a dedicated 10 megabit connection and only three weeks' lead time, we re-directed a beam on a satellite visible from OmniAccess's Palma teleport to provide the customer with the requested bandwidth for one month. OmniAccess can now offer this coverage to other ships exploring this region.

Another client, the Schmidt Ocean Institute, uses our connectivity to send research data from its ship to shore. Working together, we also enable the vessel to send a live video feed to YouTube from a submarine mapping the ocean floor. This request required an innovative approach. Normally, the challenge is getting high download speeds to ships in remote areas. In this case, the challenge was to transmit content created in the middle of the ocean, and share it with the wider world — requiring a focus on the upload component. We allocated additional bandwidth on a satellite in the area to enable two simultaneous live streams.

“Our relationship with SES is an absolutely vital element to our delivery on our promises. Things like worldwide connectivity, unpredictable itineraries, and the need for massive amounts of bandwidth at virtually no notice. Together, we are pushing the boundaries of technology – bringing unprecedented connectivity to the farthest corners of the world's oceans. We absolutely need SES to grow.”

BERTRAND HARTMAN

CEO, OmniAccess



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For additional information on this project,
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