



MULTRASHIP CASE STUDY

MULTRASHIP TOWAGE & SALVAGE

Read why the Dutch company selected lightweight 60cm antennas and industry-leading Fleet Xpress as the service of choice across their seagoing tugboat fleet

MAY 2020

Multraship is a leading Dutch towage and salvage company and their activities include harbour & terminal towage, salvage, sea towage, offshore services and port services.

With a large and diverse fleet of state-of-the-art tugboats that operate internationally, Multraship offers the highest standards of quality and safety to their clients and pride themselves on working with crews that have unrivalled craftsmanship and will do their utmost to guarantee fast and safe handling of vessels.

STAYING CONNECTED IN REMOTE LOCATIONS

To match this high level of customer service, Multraship needed a continuous and stable communications system on their fleet of seagoing tugboats, working on a variety of salvage and offshore projects, in remote locations, such as the Norwegian archipelago of Svalbard, located midway between mainland Norway and the North Pole, where they were previously plagued with network outages.

Their fleet of seagoing tugboats and salvage craft is now fitted with ultra-reliable Fleet Xpress VSAT communications that delivers seamless unlimited global connectivity when they need it most, keeping their vessels connected all day, every day, without exception.

Delivering data speeds enabled by Global Xpress (GX) Ka-Band technology (the network that powers Fleet Xpress), combined with the proven reliability of Inmarsat's FleetBroadband L-Band service, Fleet Xpress keeps Multraship's vessels and their crew connected and safe, 24/7, with guaranteed 99.9% network up-time.

SAVING COST, TIME AND ADMIN

By using one supplier for all their communications needs, and with Fleet Xpress automatically switching to FleetBroadband as a back-up, Multraship do not have to worry about 'bill shock' when an interruption occurs, plus they have the guarantee of 99.9% uptime from FleetBroadband.

Fixed monthly airtime subscription plans mean they now have complete control and visibility over their costs, with no data bundling or fluctuating costs. They have also significantly reduced their cost outlay by leasing equipment directly from Inmarsat.

“Our large fleet of modern and powerful seagoing tugs operates internationally on salvage operations, deep sea towage and in offshore support.

The vessels work in remote locations and reliable communications, with safe transfer of large amounts of data, is often “mission critical”. Good communications are vital for crew welfare as well. That’s why we chose Fleet Xpress.” Leendert Muller, Managing Director, Multraship



Image caption. Norwegian archipelago of Svalbard, Arctic Ocean

24/7 SERVICE & SUPPORT

They also get extra peace of mind knowing that if they experience any connection problems, they only need to contact one global Inmarsat support team, who'll be hand 24 hours a day, 365 days a year to resolve any network issues and with the addition of Fleet Care annual maintenance, repair and support, Multiraship are covered for the whole year. With access to a single point of contact, Inmarsat's global service network and team of professionally certified engineers, any equipment problems can be addressed and resolved quickly and efficiently, so vessels are never left without connectivity.

READY FOR THE FUTURE

Multiraship are set for the future with Fleet Xpress, as the industry continues to move closer to data dependency and will depend on a platform that can deliver – and keep delivering, whatever the demands placed upon it.

SUPPORTING CREW WELFARE

It's of vital importance to Multiraship that they look after their crew. By offering them reliable bandwidth, they can always keep them in constant contact with their families and loved ones, helping to improve their overall wellbeing whilst onboard. In return, they can retain and attract the most experienced crew and continue to deliver superior service to their customers.



Image caption. MULTRATUG 7 with FX onboard. © Hans Neels

BANDWIDTH FLEXIBILITY

Multraship often need to provide their project and salvage teams to access and transfer large amounts of data. With Fleet Xpress, they can easily upgrade or downgrade their bandwidth for periods of 7 days or longer, without extra fees, to support these changing demands.

SMALLER, LIGHTWEIGHT ANTENNAS

Due to limited installation space on the wheelhouse or mast for

the antenna, and previous experience of supports breaking under the weight of heavy antennas, the size and weight of the antenna were particularly important to Multraship. The 60cm antenna solution, provided as part of the Fleet Xpress installation, proved to be a winner with its smaller size and lighter weight, and combined with flexible below-deck options was the best solution for their limited space.

HOW TO BUY

Fleet Xpress is available directly from Inmarsat.

For all enquiries please contact our sales team:

Email: OffshoreEnergyOrders@inmarsat.com

Web: inmarsat.com/maritime