

We need to enhance crew welfare and improve vessel management

Orange Maritime Connect



“By enhancing the communications capabilities of our vessels, we are able to synchronize and manage our integrated business operations more effectively and ensure our crew can easily access the Internet for all their business communication needs, as well as connecting them to family and friends and transforming the onboard experience.”

René Kofod-Olsen
Chief Executive Officer
Topaz Energy and Marine

Highlights

- Leading offshore support vessel (“OSV”) company
- Objective to enhance crew welfare support and improve vessel management
- Our solution included Orange Maritime Connect for up to 110+ vessels, satellite connectivity, managed security and enterprise application performance management
- Topaz now has reliable, secure, lower-cost ship-to-shore communications to better support its crews and improve vessel performance



Headquarters in Dubai



110+ vessels



1,700 employees



Business Services



Issues and challenges

Topaz is a leading offshore support vessel (“OSV”) company, with a fleet of 110+ vessels providing marine solutions to the global energy industry. Operating primarily in the Caspian, Middle East and West Africa, it also has Subsea operations in the North Sea and Gulf of Mexico. The company’s headquarters is in Dubai, it employs around 1,700 people and offers services such as anchor-handling, platform supply, emergency recovery and response, and crew transfer to offshore oil and gas companies including BP, Total, Maersk Oil and Saudi Aramco.

The company vision incorporates the use of technology to gain a competitive edge and deliver enhanced services to its customers, while building its reputation as a business that people want to work for. Satellite communication is a vital part of supporting crews and ensuring efficient vessel management. Topaz identified that the company’s legacy multi-vendor solution was unable to deliver the high-quality voice service and application performance control they required. A decision was made to source a single partner who could deliver global communications for all its shipping operations worldwide.

The objective

Drive digital transformation and enhance vessel management and crew welfare.

The benefits

Orange Business Services is enabling Topaz to improve its ship-to-shore communication capabilities and enhance vessel operational performance.

- Secure, reliable global network for “offices at sea” – even in poor weather
- Enhanced crew support including audio conferencing and telemedicine
- Single network provider
- On-board and remote access to business-critical applications worldwide

The Orange Business Services solution

- Orange Maritime Connect for 39 vessels and rising to 110+ vessels
- Full access to enterprise applications: voice, video, data, Internet and ship-to-shore communication using VSAT, L-Band, 3G/4G and Wi-Fi
- Unique stabilized antennas
- Security suite: firewall, URL filtering
- Riverbed Application Performance Management
- Single contract on a “pay-as-you-go” cost model
- Program management

The results

- Better on-board end-user experience and ship management
- Business intelligence dashboards for monitoring fuel, speed and maintenance
- Lower, predictable costs

“The maritime industry is undergoing its own digital transformation, from digital ports to vessel management. We operate in a unique context spanning ship-to-shore operations, with the majority of our people based offshore. Orange Business Services is a valued partner assisting us with our own digital transformation.”

René Kofod-Olsen
Chief Executive Officer
Topaz Energy and Marine

For more information about Orange Business Services, visit www.orange-business.com

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