



X-CHANGE

EMPOWER YOUR
MARITIME COMMUNICATIONS



XChange, Marlink's integrated communication management platform, has been expertly designed to empower your connectivity to all satellite networks (VSAT and MSS) for high quality voice, VoIP, and data.

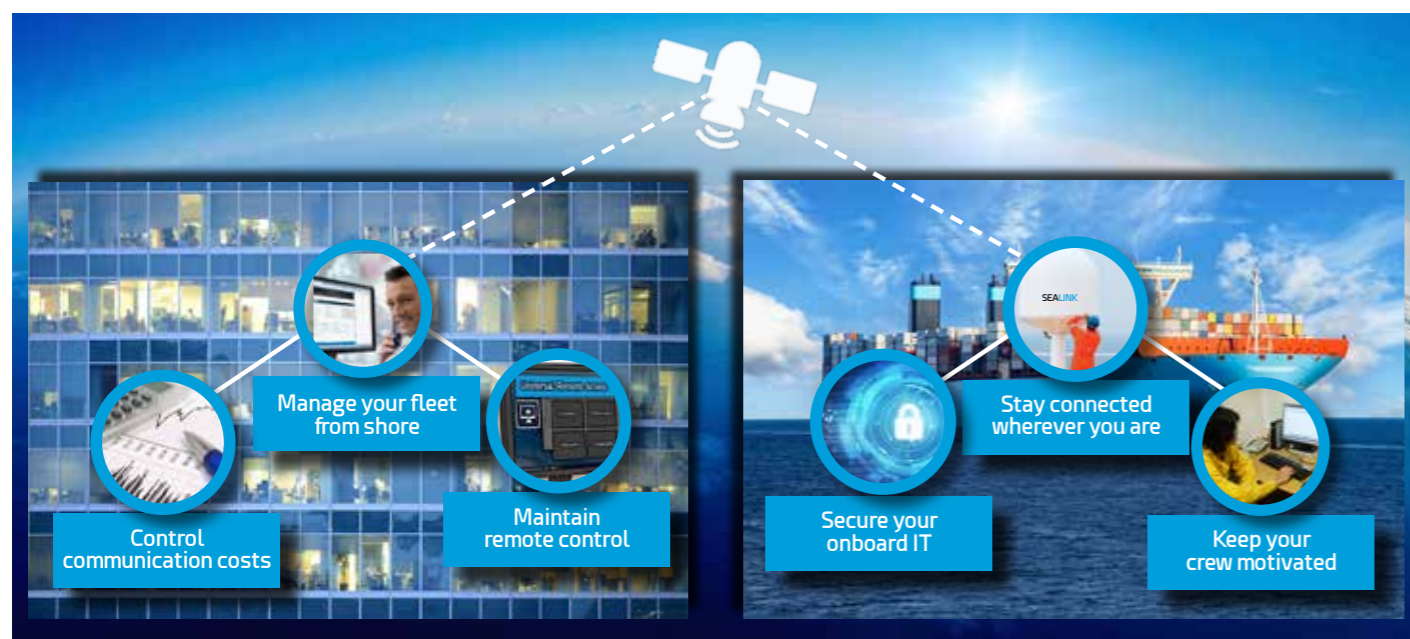
Fully manageable onboard or remotely from shore, XChange facilitates control of your onboard network while offering sophisticated tools to economise your communication costs and keep your crew happy.

Empower your maritime communication

Marlink provides critical communication solutions which allow you to focus on what you know best - your business. XChange has been designed specifically for shipping companies; its ultimate goal is to make your life easier by enabling you to comprehensively manage your core IT and communication tasks, all from one, central, integrated platform.

Fleet and IT Managers are provided with full remote access to data and IT networks on board, while HR Managers can simply order and allocate crew credits. Meanwhile, crew data and voice can remain completely separate from corporate traffic. In addition to optimising crew communications, XChange provides you with the tools to motivate your crew while at sea; all while you as the shipping company maintain full control over costs.

Thanks to the optional Universal Remote Access (URA) feature, XChange brings a paradigm shift to your communications management, enabling you to move communication control from your vessels back to shore, improving uniformity and control across your networks.



X-CHANGE

The integrated platform for effective IT and communication management for your fleet



KEY BENEFITS:

- Control your communication costs
- Manage your fleet from shore
- Maintain remote control
- Secure your onboard IT
- Stay connected wherever you are
- Keep your crew motivated

To learn more, watch the XChange video at www.marlink.com



Control your communication costs

- Set access rules and usage limits for different user groups.
- Provide crew access to voice and data services, either free of charge, via corporate credit or resell local credits using prepaid vouchers.
- Monitor and analyse your communication evolution, based on your own defined update sequences.



Manage your fleet from shore

- Thanks to **Portal360**, crew communication management, such as allocation of crew credits can be straightforwardly managed by personnel on shore.
- Use the remote administration functionality of **Portal360** to manage users, user groups and credits from shore to get better control of your accounts.
- With **Portal360** crew credit consumption can be easily viewed and reported, and payroll deductions made accordingly.



Maintain remote control

- Benefit from quick and easy remote support with reduced downtime and no onboard intervention using **Universal Remote Access (URA)**.
- Remotely maintain and update your XChange configuration and onboard settings, like updating firewall rules, allowing you to streamline settings for ships or a fleet according to your policies.
- Firmware updates can be pushed with one click. No need to send a technician on board.
- Independent of the communication technology, keep control of onboard equipment and gain access to a computer or any other network device onboard from anywhere.



Secure your onboard IT

- Via group policies and access rules, manage who is able to communicate through which terminal at what time and for how long.
- Multi-stage firewall rules ensure that only wanted traffic is routed to and from your vessel, ensuring your entire onboard IT infrastructure is secure.
- Securely transfer and synchronise files between shore and multiple sites using **XChange Cloud**.



Stay connected wherever you are

- Automate communication to shore via the fully integrated **XChange Cloud 'File and Report'** function. Status reports can be transmitted to shore in the background for automatic spare part ordering or system health analyses.
- Benefit from services like voice, data and VoIP onboard, all smoothly integrated regardless of the connectivity or existing phones onboard.
- Manage and set priorities over your separated crew and corporate networks and whenever required, non-corporate traffic can even be disconnected.





Keep your crew motivated

XChange Media: Connect your crew to the world of news and entertainment

Every day, XChange Media delivers international news, reports, sports bulletins and entertainment magazines to crew members.

- Compatible with all major smart-devices, as well as communal televisions via a set-top-box
- Managed from shore and activated within a few clicks
- Delivered at no extra airtime cost and without any impact on VSAT allowance or speed
- Fully integrated into the XChange service delivery platform with no additional hardware required

XChange Media comes with affordable program packages which can be activated online. Once activated, the content can be shared with all crew members at no extra cost for them, as no internet connection is needed to use the service and no extra log-in or password.



XChange Bring Your Own Device Allow your crew to stay online at sea - just like at home

Bring Your Own Device (BYOD) is an innovative and cost-effective communication solution simplifying the use of personal devices at sea.

- Fully preconfigured with XChange
- Quick and easy to deploy hardware
- Fleet wide roll out is quick and easy via our free Voice and Data apps and user self-registration

Packaged with XChange WiFi hardware, our plug & play solution provides optimal access to the XChange environment. Relying on carefully selected hardware and specially developed software, the option offers IT managers all benefits of XChange: access control, prepaid accounting, multiple voice lines, etc. in addition to this new feature.

XChange VideoTalk Keep your crew close to home with virtual family visits

XChange VideoTalk has been expertly developed to provide reliable, ship-to-shore crew voice and video calling, as well as instant messaging - ideal for a maritime environment.

- Vessel management can control and monitor access to the service, bandwidth usage and the number of simultaneous sessions while assigning a dedicated use rate
- Crew feel closer to home and can experience live events face-to-face with family and friends while avoiding unwanted background data and defining the app's maximum bandwidth usage

The XChange VideoTalk app is available free of charge from Google Playstore. The cost of calls and messaging in XChange VideoTalk is automatically deducted from the crew member's XChange Local Allowance credit.



XChange Telemed: Peace of mind for a safe and healthy crew



XChange Telemed provides the ideal, cost-efficient solution for managing illness or injuries onboard and meets the latest ILO/MLC and IMO/STCW labour regulations for crew health and medical treatment. The solution comprises two key elements:

- **Onboard Telemed Station:** medical equipment and HD touch-screen enclosed into a portable suitcase
- **Onshore Medical Portal:** securely displays medical data and video conference to on-shore doctor(s)

Shipping companies can choose medical assistance provided by compatible Public Telemedical Maritime Assistance Service (TMAS) Centres, or your appointed company Doctor or medical professional

Redefining maritime efficiency

XChange increases your onboard efficiency while supporting your existing systems and services. Whether it is from shore or onboard, XChange helps converging requirements of IT departments, captains and crew in one go.

Focus on your core activities - outsource the rest to our XChange experts at Marlink. For larger fleets or more complex IT and networking integration, the XChange Managed Service provides a package of consultative and operational support, driven towards finding and delivering your best fit XChange configuration, across the fleet.

By choosing the XChange Managed Service, you will not only benefit from the convenience of Marlink's end-to-end management, but also ensure you are unlocking the full potential of your XChange investment.



To learn more, watch the XChange video at www.marlink.com

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