



CREWLINK:

Keep your crew
safe, healthy and
connected

Whatever your requirements, Marlink can provide the best, most tailored and integrated crew solutions for you



Serving at sea for long intervals can leave crew members feeling isolated from their families, friends and even from current events and news.

Today's generation of crew expect to have access to broadband internet and telephony while onboard. Offering a range of crew welfare services enhances your recruitment package and can improve crew retention.

With Marlink's CrewLink suite of Solutions, crew can stay happy, healthy and connected in a controlled and optimised way that will not interrupt business communication.

Crew connectivity can be easily managed and policies set over separated crew and corporate networks so that corporate traffic always remains prioritised.

Simplified crew management from ships and shore

Marlink provides critical communication solutions for your crew which allow you to focus on what you know best - your business.

Marlink's XChange service delivery platform has been designed to make your life easier by enabling comprehensive, flexible management of your core IT and communication tasks.

XChange delivers various applications to help you motivate your crew while at sea all from one integrated platform; all while you as the shipping company maintain full control over costs.

Marlink's Portal360 keeps you in control by enabling shore-side remote access to the XChange onboard, meaning crew communication costs and usage can be managed either onboard or fully from shore.

Portal360 is your gateway to a wealth of information including account and subscription information, electronic invoices, service usage and much more. Onboard or ashore, Fleet and HR managers can create and manage user groups, customise access rules and usage limits and assign credits.

As your crew requirements grow or change, our broad portfolio of future-proof solutions ensures your connectivity and applications can seamlessly evolve.

Demand for crew internet access KEY FACTS:

- 75% of crew consider the offer of onboard connectivity as an influence in vessel selection
- Seafarers on average bring three communication devices onboard
- 95% of seafarers view connectivity as having a positive effect on onboard safety

Crew Connectivity Survey, FutureNautics 2018

Crew solutions overview

RECOMMENDED SOLUTIONS	VOICE	INTERNET	EMAIL	BYOD	SOCIAL MEDIA	MESSAGING	NEWS & VIDEO	TELEMED
X-CHANGE Centralised communications platform delivering applications for crew.	●	●	●	●	●	●	●	●
SKYFILE MYMAIL Email and SMS paid with Universal Card credit.			●			●		
UNIVERSAL CARD Prepaid solutions for telephone & email	●		●					

MODERATE

↑

HIGH

DATA USE & ONBOARD CONNECTIVITY

Management and administration

MANAGEMENT/ ADMIN TOOLS	COST CONTROL	ACCESS CONTROL	ACCOUNTING	MONITORING
PORTAL360 Online portal enabling quick & easy monitoring.	●	●	●	●
DATA MANAGER Filter crew web access and compress internet traffic.	●	●		●
UNIVERSAL CARD MANAGER Online management of crew prepaid credit.	●		●	

KEY BENEFITS:

- Keep your crew connected to the internet
- Connect your crew to news and infotainment
- Manage crew health and medical emergencies efficiently
- Keep track of crew usage and credit allocation
- Cost-efficient prepaid solutions for crew
- Allocate and consume data efficiently
- Simplify crew management and administration
- Ensure full IT security onboard

Comprehensive, integrated crew solutions

XCHANGE

Empower your maritime communications

XChange, Marlink's integrated service delivery platform, has been expertly designed to empower your connectivity to all broadband and satellite networks (VSAT, MSS and cellular) 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.

Using XChange, crew data and voice traffic can remain separate from corporate traffic. Crew can reliably use the available communication lines to easily stay in contact with their families and friends via email, internet and social media, while you, the shipping company maintain full control over the access and cost.

XChange makes it easy for you. Among its key functions, it facilitates crew communication management by enabling you to do the following:

- Separate crew LAN from corporate and IOT networks
- Set up a personalised user account for each crew member to be managed either from shore, by the appointed HR representative onboard, or via user self-registration
- Assign each user their own personal communications credit for voice calling and web usage
- Assign a separate credit basket for limited free of charge web access
- Select from a variety of versatile remote or local credit management options, including prepaid vouchers, automated reloads or on-demand credit top-ups
- Manage access rights and usage limitations
- Access credit allocation logs and usage reports from shore to simplify accounting

Meanwhile, a flexible pricing matrix allows you to freely define at which price voice minutes and data are resold to crew.

XCHANGE BYOD

Allow your crew to straightforwardly connect to the internet at sea - just like at home

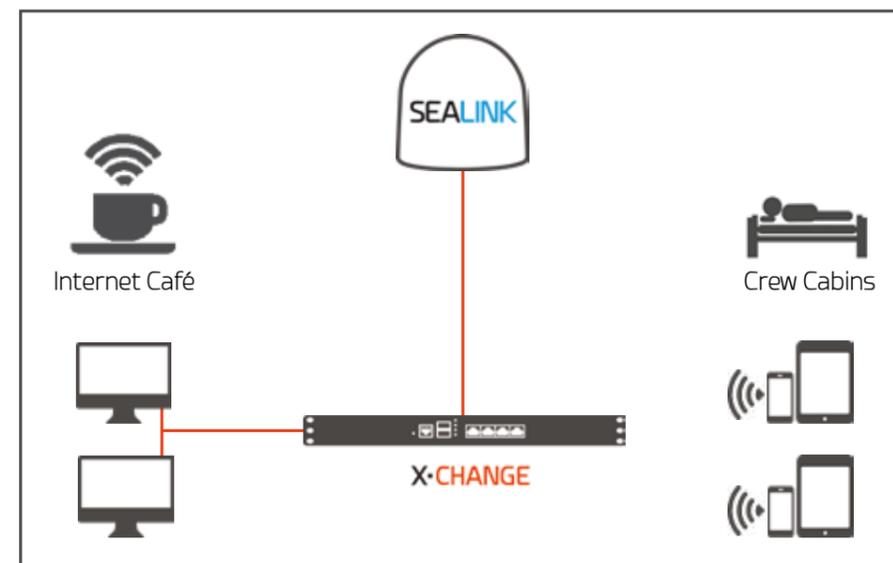
Bring Your Own Device (BYOD) is an innovative and cost-effective communication solution simplifying the use of personal devices at sea.

- 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.

Crew Internet Café

Furthermore, besides the use of personal devices, XChange can be used to enable an Internet Café environment onboard your vessel. Crew can access the internet via central crew computers onboard and browse the internet in a controlled way.



Comprehensive, integrated crew solutions



XCHANGE MEDIA

Connect your crew to news and infotainment

Crew feel closer to home if they are able to easily keep up with news, sports and current affairs. XChange Media can also bring crew together in their social time in a communal environment that further fosters good teamwork and morale.

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
- Monitor usage and assign a dedicated price
- 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
- Multiple language options available

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 TELEMED

Manage your crew's health and medical emergencies efficiently

With the health and safety of crew paramount, XChange Telemed provides the ideal, cost-efficient solution for managing illness or injuries onboard and meets ILO/MLC and IMO/STCW labour regulations for crew health and medical treatment.

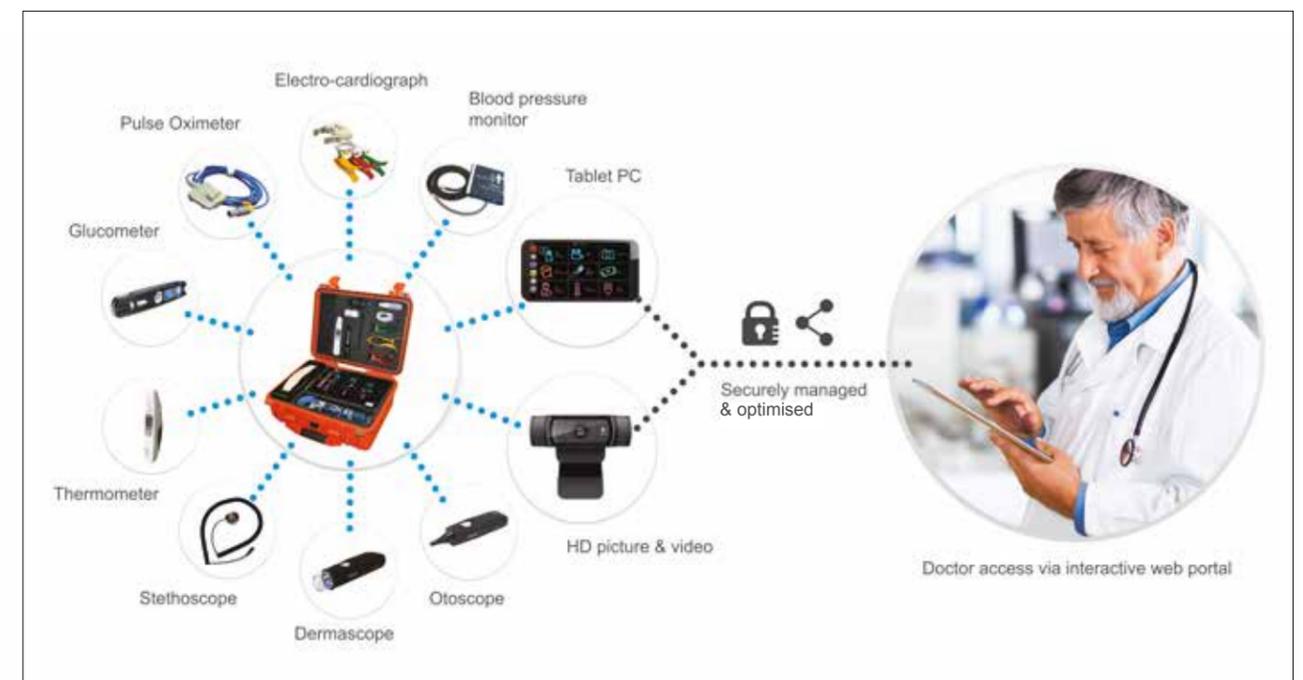
Thanks to the improved transmission and storing of medical data, XChange Telemed assists the onshore medical professional in his decision-making, and may thereby avoid unnecessary and costly vessel re-routings or evacuation.

XChange Telemed is available as a Standard kit (shown below) or as a Light version, with customisable options suitable for smaller sized crews.

The Standard solution comprises:

- On-board Telemedicine kit: vital medical equipment, touch-screen interface and HD picture and video, fully compact and enclosed into one, handy light-weight suitcase with quick use guide and reference diagrams
- On-shore interactive web portal: accessed by the on-shore doctor, it securely displays medical data and enables interactive video consultation via web cam

Companies can choose between using medical assistance provided by compatible Public Telemedical Maritime Assistance Service (TMAS) Centres or your appointed company Doctor or medical professional.



Comprehensive, integrated crew solutions



XCHANGE REPORTS

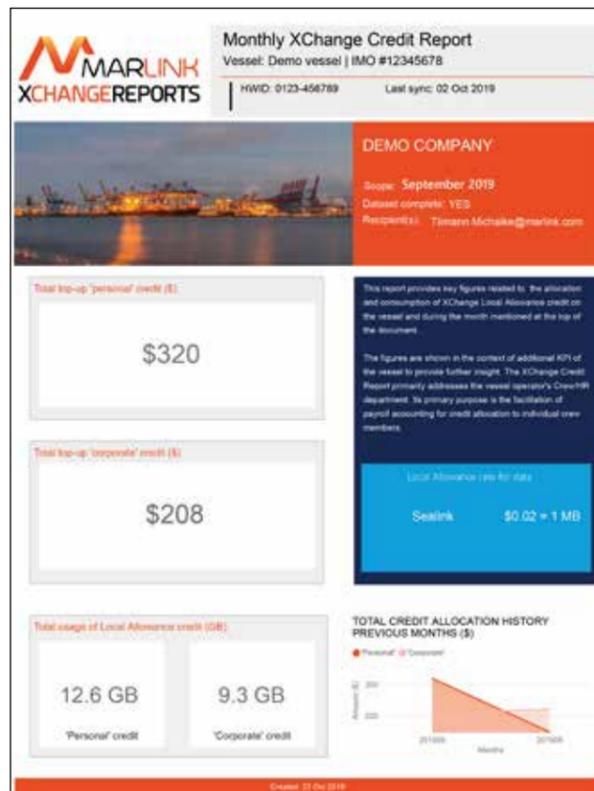
Keep track of crew usage and credit allocation

Vessel operators on shore want to stay up to date with how connectivity is used on board. They want to know how much traffic crew generates compared to business usage, which connectivity devices are utilised, who the top users are and how this picture compares to previous months. They need to understand which crew member received how much credit in order to make the proper payroll calculations.

Monthly XChange Usage Reports and XChange Credit Reports deliver numerous benefits and efficiency-gains:

- Up-to-date insight into airtime consumption patterns
- Eliminate labour-intensive manual data extraction and aggregation
- Facilitate re-billing credit purchases to crew
- Monitor usage, compare with data from previous months and detect anomalies/mistakes
- Offer optional effort-free and reliable scheduled delivery by email

Subscribing to the XChange Reports service gives vessel operators access to detailed reporting on vessel level. The service covers two standardised report formats, downloadable from Portal360 and optionally also distributed by email.



UNIVERSAL CARD

Cost-efficient prepaid solutions for crew

Improving crew welfare is important – but so is staying within budget. For more than a decade, our Universal Card family of prepaid solutions has been many vessel operators' method of choice to manage crew access to voice lines and private emailing.

With the Universal Card you benefit from the simplicity of a single prepaid service providing cost-effective voice over multiple satellite services. Universal Card accounts remain 'portable' for each vessel crew work on and are fully transparent since each time a call is made or a message sent, the remaining credit is reported to the user. Meanwhile, **Universal Card Manager** enables administrators to order, activate, recharge and monitor cards in just a few clicks.

The minimum requirement for life away from home is still the ability to make occasional phone calls and to exchange plain-text messages. Crew telephony can be made available even on vessels that have very basic low-speed MSS satellite connectivity on board. With Universal Card, crew members can call home in a private environment while ensuring that the cost for calling is fully paid.

A combination of MarLink's crew emailing software, SkyFile MyMail and Universal Card allows the vessel operator to let crew send and receive personal email without having to worry about the costs of the data connections.

Even on vessels with XChange and highly affordable web access for crew, some vessel operators still decide to manage standard personal voice access for crew with the help of Universal Card credit.



Simplify crew management and administration

Using the functionalities of XChange onboard and Portal360 ashore, the administration related to crew communication is significantly simplified and can be easily managed from anywhere.

Allocate crew data and monitor consumption:

XChange enables you to provide crew access to voice and data services, either free of charge, via corporate credit or by reselling local credits using prepaid vouchers. Monitor and analyse your communication evolution, based on your own defined update sequences.

Automated actions and self-administration:

Administration is simplified with user self-registration and automatic allowance plans with programmed updates. Authorised crew members can request a credit top-up which can be automatically granted up to your set limits or manually evaluated in the XChange dashboard.

Onshore administration via Portal360:

Free to use, Portal360 provides direct access to a wealth of information including account and subscription details, electronic invoices, service usage and much more. Using the remote administration functionality of Portal360, administration tasks can be straightforwardly managed by personnel on shore. Individual crew credit consumption can be easily viewed and reported, and payroll deductions made accordingly. Office-based Fleet or HR managers can create and manage user groups, customise access rules and usage limits and assign credits. Crew's internet access can be restricted to fixed daily time windows for a maximal time per day.

Manage SkyFile Accounts:

From shore, Portal360 is also the ideal tool for managing SkyFile Mail accounts and their configurations. Traffic can be monitored and usage logs downloaded at the click of a button, whilst SkyFile AntiVirus subscriptions can be managed in parallel and quarantined messages can be reviewed.



Ensure full IT security onboard

With crew members now bringing an average of 3 communication devices onboard each, the security risks to a ship's network posed by crew usage are a growing concern. Marlink's CyberGuard portfolio offers multiple solutions meaning you can find the best fit for your ship's size and type.

Cyber Detection scans your communication traffic for threats that may be putting your business operations at risk. Threats are viewed via an intuitive online dashboard, while notifications on incidents may be received by email or SMS. In parallel, Marlink's Security Operations Centre (SOC) hunts for sophisticated attacks designed to stay "under the radar".

Data Manager enables you to manage Marlink connectivity and digital solutions through a secure and simple online portal. The solution is free of charge and is available for Marlink's Sealink VSAT and MSS services. It can be used to customise individual firewall configuration to allow desired IP traffic, block selected media content of visited web pages, filter access to web pages and monitor consumption details for the previous 90 days.

XChange can also facilitate the process of setting up multi-stage firewall rules. Using the **XChange Universal Remote Access (URA)** function, all devices on board can be remotely accessed fromshore and firewalls set ensuring that only wanted traffic is routed to and from your vessel and your entire onboard IT infrastructure remains secure.

All the while, your remote computer assets remain protected from potentially harmful viruses thanks to **SkyFile® Anti Virus**. Once installed, the program is fully automatic and compresses updates by up to 50%, making the software optimal for a remote environment.

Marlink is a true partner, who goes Above and Beyond to help you run your remote operations in ever smarter, more profitable and sustainable ways and give you the competitive edge.

1000+ employees
in 23 countries



Unique solutions portfolio
IT & OT and Cyber services



Global customer support
365/24 service

Strong partnerships
with all satellite network
operators and hardware partners



Managed services
fully operated for
our customers

**Future-ready
network of networks**
for secure and
resilient connectivity



24/7/365



7000+ VSAT
leading edge multi-band
connectivity



Global service network
1250+ in-country service points

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