



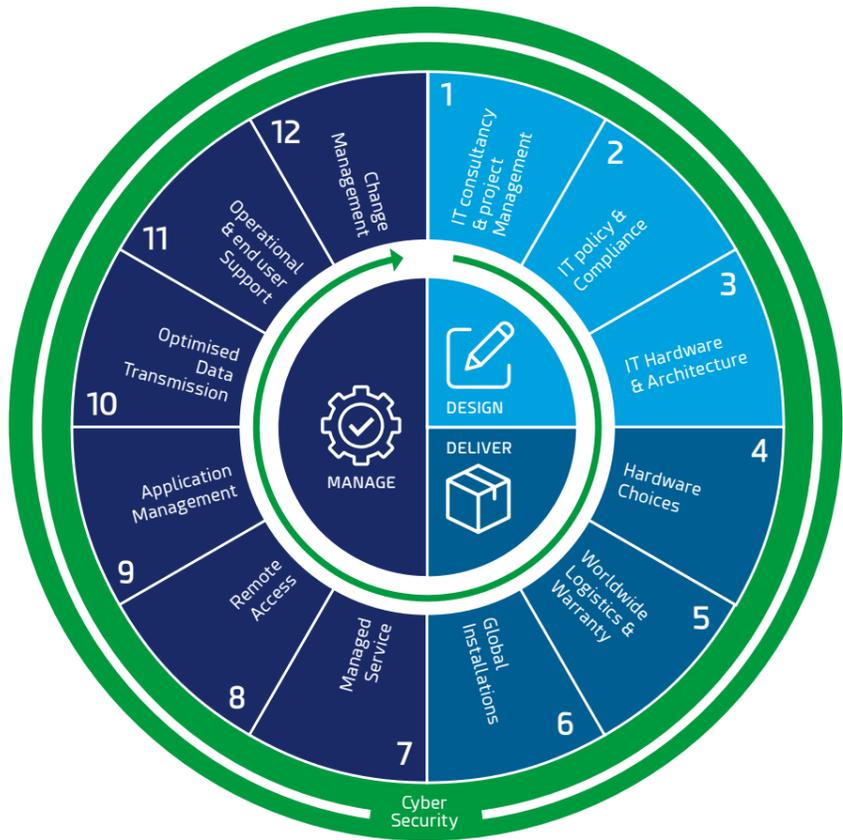
ITLINK:

Standardise,
simplify and automate
IT operations at sea

Full suite of solutions to help you achieve compliance and manage your fleet IT environment with ease

The maritime industry is embracing digitalisation at an ever-increasing rate, as operations are optimised to enable growth and improve efficiency. Marlink has unrivalled expertise in supporting global IT environments in maritime and can work in partnership with you to design, deliver and manage an enhanced IT operation, according to needs and in compliance with the latest regulatory requirements (e.g. IMO 2021).

Whether you want to embark on a digital transformation across your fleet or simply better manage your vessel IT infrastructure, we can help you adopt the latest technology and innovate for the future. Our approach enables you to take control, standardise, simplify and automate your IT management to maximise efficiency and reduce costs.



The ITLINK suite

Our mission is simple – to transform and connect fleet IT environments to enable more automation, saving you time and money.

We structure the ITLINK suite of solutions around three distinct phases: **DESIGN - DELIVER - MANAGE**

Marlink provides IT services on 1,000+ vessels

Did you know...?

- Outdated applications are unsustainable and vulnerable
- Competitors investing in IT are well placed to increase market share
- Regulation is happening and can require fast implementation of updates
- Disconnected and slow processes could lead to operational risk
- Manual IT updates onboard are slow and expensive

ITLINK can help you:

- Comply with IMO 2021 (resolution MSC.428,98) Safety Management System regulations
- Update applications across the fleet in a matter of hours
- Reduce the total cost of ownership
- Improve system and cyber security
- Increase uptime
- Implement automation, saving time and money
- Standardise and simplify your IT environment

Are you IMO2021 Compliant?

Applicable to commercial ships with over 500 gross tonnage, the IMO resolution (MSC 428, 98) confirmed all shipping companies need to have cyber security in their safety management system. Flag states are encouraged to check this in the first annual audit after January 2021.

Marlink's solutions support all the functional elements of the IMO2021 regulation and help address the recommended NIST cyber security framework of Identify, Protect, Detect, Respond and Recover.

Contact us to learn more.

Take control of your fleet IT

Working in collaboration with you, our team will empower you to adopt best practice IT and future proof your fleet. Marlink has the expertise as the only provider in maritime with a complete satellite communications, IT and cyber security portfolio and 20 years' experience of onboard IT.



Image to be placed

DESIGN

ITLINK begins with an assessment of your IT needs and the design of the right IT solutions for your fleet and business. Our team will immerse themselves in your IT operations and work with you to scope and plan a scalable, flexible and automated vessel IT environment.

IT Consultancy & Project Management

Working with you and your budget, the ITLINK team will use best practice experience to tailor our suite of IT solutions to your needs. Your own dedicated project manager will steer the planning phase, providing advice, system design, hardware recommendations and a knowledge of industry standard solutions to recommend the right solutions for you.

IT Policy & Compliance

In consultation with you, we'll review and define your IT governance policy and recommend solutions to create and enforce rules that address your specific risks. We'll turn your policy framework into a set of rules and processes for your IT environment,

ensuring that you have compliance visibility, and nothing slips through your net.

IT Hardware & Architecture

A key element of the ITLINK suite is an examination of your fleet's IT hardware, how it's connected and the provisions in place to maintain operations should a single piece of hardware fail.

We can guide you to optimise your hardware architecture, ensuring your systems are recovered in the event of a power or hardware failure. We'll assess your service level agreement (SLA) and equipment for satellite communications to make sure they are adequate for your needs and include a standby (redundant) server in your infrastructure to mitigate the risk of server failure.



DELIVER

ITLINK helps you utilise technology to maximise your business productivity and create the platform for success.

Hardware Choices

We can advise you to make best value selections when you are purchasing hardware for your fleet, such as servers, PCs and antennas. If you need extra support, we can arrange the order, delivery and installation of selected hardware, too.

Worldwide Logistics & Warranty

Our extensive, reliable logistics operation means that we can meet deadlines and deliver equipment when and where required. With warehouses located around the globe, we can get hardware to you fast, whether you are in Europe, America, the Middle East or Asia.

Support continues after installation as we can provide you with warranty support and even manage any claims for you.

Global Installations

Whatever the scope of the project, our skilled and experienced team can deliver a reliable, flexible installation solution to meet your needs, wherever you are. From the physical installation of hardware and network equipment to testing and configuration, our professional engineers will ensure a smooth installation and train your onboard crew as needed.

Problem	ITLINK Solution
New device or hardware is not synced with agreed fleet standard	Automatic installation of agreed standard (blueprint) when device is first connected

Problem	ITLINK Solution
Deal with various providers for satellite communications cyber security and IT solutions	Deal with Marlink for satellite communications, cyber security and IT, and have compatible, integrated systems
Addressing the logistical challenges of remote sites, or vessels on a busy sailing schedule.	Marlink has a service network of 1250 service points worldwide and employees in 22 countries. Our global supply chain gives us unique efficiency and speed in serving the maritime industry.



Managed Service

We can provide a high quality, managed IT service that fits with your business needs. Whether you need to fully outsource or work collaboratively with your existing IT resources, our service enhances fleet and business performance.



MANAGE

We provide a comprehensive range of hardware and server maintenance services, as well as user and network management, purposely designed to protect your IT environment.

Remote Access

We understand that your fleet management team and crew may need remote access to your network and can help set up a secure, virtual private network (VPN) to provide them safe access. Centrally managed configuration and reconfiguration on one, some or all vessels can be performed simultaneously, meaning changes to Windows settings, such as user profiles and credentials, amending or adding applications and updates to network settings couldn't be simpler.

Application Management

We can take the hassle out of the management of your business-critical applications, from initial installation to administering updates.

Marlink provides a fully transparent solution allowing you to conveniently track extra important updates, all via the web-based interface onshore. As software updates are automated, the human factor during implementation of updates onboard is removed from the equation, significantly reducing the transition time from first vessel being updated to the last across the fleet.

Our popular SkyFile Mail provides reliable, cost effective and compatible email, fax and SMS messaging, while its SkyFile eNOAD extension enables users to comply with US coastguard

regulations easily. The ITLINK suite also offers eLearning, navigation and file replication applications. The ITLINK team can also carry out remote configuration on one or all vessels at the same time.

Optimised Data Transmission

Our optimised data transmission services enable automated file and data transfer from ship to shore, and vice versa, with minimal impact on bandwidth and power. Cloud storage and file synchronisation are configurable to your fleets needs, and differential synchronisation means only that the changes made to a file are uploaded, further minimising bandwidth consumption.

Operational and End User Support

We provide customers with 24/7 technical support to troubleshoot issues and provide installation and upgrade assistance. Our technicians can also provide training programs and act as an extension to your own IT team, freeing them up to focus on key tasks and minimising end user and business disruptions.

Change Management

Implementing change in any company can pose challenges and transforming your IT operations needs careful

planning, despite the advantages it brings. We can make your digital transformation easy by managing the planning, distribution and implementation for you, using our many years' experience of managing IT projects in maritime applications.

Cyber security

At the heart of ITLINK, and cutting across every phase and solution, is our knowledge and expertise in cyber security. Not only will we consider cyber protection, detection and resolution as an integral element of your IT services, but we can provide a whole suite of cyber security solutions with our CyberGuard portfolio.

So, you can rest assured that, whatever your business, we can provide the most appropriate cyber security solutions for your needs, and support your compliance with IMO2021 regulations.



Problem

ITLINK Solution

Unknown status of software updates, antivirus protection and backups onboard each vessel

The KeepUp@Sea Monitor is a web-based onshore dashboard, monitoring the status of critical applications across your fleet

A software or hardware problem causes an unexpected outage

Monitor software and hardware across the fleet with our simple centralised, shore-based tool

Outdated software contains security vulnerabilities which allow attackers to enter your network

KeepUp@Sea monitors software on all PCs in your fleet and updates to mitigate known vulnerabilities are swiftly distributed to all vessels

A long distribution and implementation phase for Windows security patches across entire fleet

KeepUp@Sea OS Update Manager will ensure the entire fleet receives patches speedily

A field engineer is sent to execute complex updates manually on board

We manage the roll-out remotely, to eliminate HR, overtime and travel costs

A new regulatory requirement means that new software for reporting must be implemented manually per vessel

KeepUp@Sea facilitates centrally managed, automated deployment from shore across your whole fleet

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.



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