



BW Offshore

“Offices-at-sea” satellite solution enhances ship-to-shore communications

“ By choosing the satellite-based solution from Orange Business Services, we avoid many of the challenges we sometimes faced with a multiple-provider strategy, like high latency on VSAT links and poor application performance on vessels at sea. We wanted a single provider with end-to-end responsibility that could deliver service with predictable speed, quality and security. ”

Fritz Ekloff
Senior Vice President Corporate IT and Systems
BW Offshore

Highlights

- BW Offshore is a leading global provider of floating production services to the oil and gas industry
- It was dealing with a legacy of multiple VSAT providers, contracts and SLAs, and poor ship-to-shore communications were undermining vessel management and crew morale
- Our solution was a fully-managed Orange Maritime VSAT satellite communications solution that integrates 14 vessels and two land-based sites with the Orange MPLS network
- SIP trunking enables unified communications with WAN, IP telephony and VSAT optimization
- BW Offshore vessels now have easy access to the same applications and communications services no matter where they are
- They've also achieved higher crew retention rates and lower recruitment and training costs as well as reduced cost of calls and enhanced end-user experience



**Business
Services**



BW Offshore

Issues and challenges

BW Offshore is a leading global provider of floating production units and services to the oil and gas industry and employs around 2,000 people around the world.

It is one of the most innovative companies in the industry and, from the CEO down, views IT as a business enabler. Significant growth accentuated the fact that the company's legacy network could not fully support its fast-moving business and very dynamic market. Multiple providers with differing contracts and SLAs, coupled with poor application performance and ship-to-shore communications, were undermining effective vessel management and crew morale.

The objective

Simplify and enhance ship-to-shore communications.

The Orange Business Services solution

- Orange Maritime VSAT – fully managed end-to-end satellite-based communications solution
- Integration of 14 vessels and two land-based sites with the Orange MPLS network
- Single domain for always-connected servers and computers in real-time
- SIP trunking to enable global unified communications on Microsoft Lync for all employees, partners and suppliers
- Fully managed WAN, IP telephony and VSAT optimized solution
- Program and partner management – Microsoft, Riverbed

The benefits

Orange has delivered a global, integrated, robust and secure VSAT, MPLS and unified communications solution that enables high-quality ship-to-shore communications – no matter where a vessel is located.

Greater productivity

- Enhanced ship-to-shore collaboration
- More efficient vessel and crew management
- Faster, more accurate reporting

Lower costs

- International calls at local rates
- Higher crew retention
- Robust, secure service with strong SLAs

Higher crew morale

- Enhanced crew support when offshore for long periods
- Easy access to communications and entertainment services
- Reduced recruitment and training

The results

- Reduced costs
- 60% lower data traffic
- Better end-user experience
- Simplified management via a single global provider

“ The solution is cost efficient and, at the same time, we get access to a wider portfolio of services than we had before. ”

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

For more information about BW Offshore, visit www.bwoffshore.com



**Business
Services**

Copyright © Orange Business Services 2016. All rights reserved. Orange Business Services is a trading name of the Orange Group and is a trademark of Orange Brand Services Limited. Product information, including specifications, is subject to change without prior notice.

0216/CCS-BWO-056(3)