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Endian and Orange Business Services to support digital transformation in the shipping industry

The relationship between Endian and Orange Business Services dates back to 2014, when Orange contacted Endian for the first time, after having seen its Hotspot solution in action.

At the time the company was already projecting an integrated solution to offer services to the shipping industry that would significantly enhance their crew welfare services. To achieve this, Orange was looking for a product that was able to manage connectivity in blue water.

To support digital transformation in the shipping industry, Orange Business Services has then developed Maritime Connect. The fully-industrialized product delivers the key communications functionality and connectivity required at sea. It allows shipping companies to seamlessly integrate their fleet into the corporate network and provide Internet access for crew and applications.

Maritime Connect is a single, integrated solutions platform, which provides the maritime industry with reliable connectivity over diverse communication interfaces and cuts costs at the same time. It delivers voice, VoIP, data and Internet access in one solution, independent of the communication technology used. Shipping companies, IT managers, captains and the crew can control access to data and voice services on board vessels or remotely from shore.

"Endian's scalable and reliable technology provides excellent support to our communication system: it seamlessly integrates into our network and effectively manages satellite connectivity. As a result it enables prompt and secure remote intervention, even under critical conditions."

Michel Verbist,

Head of Business Development Satellite Services at Orange Business Services

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Typical uses of Maritime Connect include secure access to enterprise applications via the corporate network; better route planning to improve fuel consumption and cost control enriched crew welfare by providing communication with the outside world; tracking and monitoring of ships and cargo; and telemedicine for remote care.

In the end, the Endian Unified Threat Management (UTM) gateway was chosen as the ideal platform for these services. Endian UTM not only is able to provide connectivity through a secure VPN tunnel, but also meets many of Orange's other needs: it provides Internet access for the crew, it can prioritize and manage all kinds of Internet connections while reserving the required bandwidth for critical applications. On top of that, it includes many security features out of the box, such as a stateful firewall and an intrusion prevention system.

Endian also developed custom features for Orange Business Services to provide them with the best possible platform. These special features include the tagging of traffic to permit the prioritization of real-time applications such as VoIP. Another custom feature is the possibility to create multiple administration profiles that allows even the captain of a vessel to modify certain configuration parameters if needed. To complete the integration, the administration interface and the Hotspot's portal have been rebranded for Orange.

More features are about to follow as Orange is looking into Endian's Connect Switchboard technology. This extra service will be available to Orange Maritime Connect customers: after installing the Switchboard in their own datacenters they will be able to manage access to their vessels in a granular way so that not only their own staff but where required also third party companies can connect to perform maintenance tasks.



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