



## FOR IMMEDIATE RELEASE

### **ITC Global Extends Contract for Mission-Critical Communications Services to Nonprofit Youth With A Mission Medical Ships**

*Agreement Enables Delivery of Crew Welfare Services for All-Volunteer Staff*

**Perth, Australia – July 31, 2018** – [ITC Global](#), a leading provider of satellite communications to remote and harsh environments, today announced its three-year contract extension with Youth With A Mission Medical Ships Australia, Ltd (YWAM MSA). Under terms of the agreement, ITC Global will provide critical connectivity services to the nonprofit's medical ship serving the Papua New Guinea (PNG) region, along with new crew welfare services for staff leisure use not previously available to the YWAM team. The all-volunteer-operated vessel based in Townsville, Queensland, Australia is staffed by medical professionals dedicated to helping to build strength within Papua New Guinea's health system by working in collaboration with national and provincial health authorities to deliver medical services and supplies to remote villages. [YWAM MSA](#) is a charity organization that aims to care, connect, serve and build with individuals and communities across PNG.

The ship – known as the YWAM PNG – uses a Ku-band Time-Division Multiple Access (TDMA) service for corporate communications applications onboard the vessel, which is critical to YWAM missional success. In addition to renewing the existing contract scope, ITC Global is also deploying crew welfare services via the [ITC Crew LIVE](#) solution to cover the ship's full staff of up to 130 volunteers. Previously, short-term volunteers had no access to corporate bandwidth. Now, without impacting vessel operations, volunteers have purchase options for individual data packages to better connect with friends, family, work and life back home, as well as access to entertainment including the latest blockbuster movies and popular TV shows.

The ship spends weeks or months at a time traveling around the PNG coastline visiting remote villages. These missions, referred to as 'Outreach Programs' by YWAM MSA, consist of visits to alternating provinces in PNG with many layers of support staff onboard in the areas of marine operations, primary health care, dentistry, ophthalmology, optometry, clinical laboratory, hospitality, media and general volunteers.

"We originally began working with YWAM Medical Ships in 2015 on a two-year contract and have grown our partnership as we've been supporting the organization and its mission," said Yagnesh Rajendran, Vice President of Global Enterprise, ITC Global. "Our renewed agreement

is a testament to how vital our services are to YWAM operations and to the crew of generous volunteers as they work to bring modern medical care to those who need it.”

“As our volunteers’ connectivity needs have grown, so have our requirements for a service that delivers a robust and reliable connection, especially in isolated locations,” said Captain Jeremy Schierer, Marine Operations Manager at YWAM MSA. “ITC Global has proven it can provide just that, and with the contract extension including crew welfare services, our volunteers will also have entertainment options that were previously not available. The second antenna also provides an important back-up to mission-critical communications infrastructure.”

Introduced to the market two years ago, Crew LIVE now boasts more than 30,000 registered users, with subsequent service updates that have enabled better operational efficiency and an enriched user experience. The solution’s latest Video-On-Demand (VOD) offering provides users with convenient, ‘at-home’ style viewing of popular movies and television series, improving overall crew welfare at remote work sites. For more information, visit [Crew.LIVE](#).

For more information on ITC Global and YWAM, read the latest [case study](#) on this project.

### **About ITC Global**

ITC Global is a leading provider of satellite communications to the energy, mining, maritime, NGO and hospitality markets. Companies in remote and harsh environments require communications with both global coverage and unwavering customer service. ITC Global enables improved real-time decision-making and enhanced health, safety and environmental management through a unified communications solution, tailored to the requirements of each client. Solutions include custom network design, hardware implementation, field engineering, technical support and enterprise-grade satellite bandwidth. ITC Global operates 24x7 carrier-class networks across the Americas, Europe, Asia, Africa and Australia. It became a subsidiary of Panasonic Corporation in 2015. For more information, visit [www.itcglobal.com](http://www.itcglobal.com).

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