

# CASE STUDIES

## Multi-Purpose Service & ROV Vessels



### Client: Harkand

Harkand is one of the few inspection, repair and maintenance world players able to provide clients with a true one-stop shop service including engineering, project management, ROV services, diving, survey and operating a fleet of high-quality offshore support vessels. They currently operate in four distinct regions across the globe; Africa/Middle East, Asia Pacific, Europe and North America.

ITC Global is proud to provide Harkand Group with a custom engineered satellite communications solution that is tailored to the unique requirement of their vessels.

### Requirements

- Extend broadband communications for multi-regional locations
- Upgrade all onboard satellite technology
- Establish secure connection to corporate network

### Solution

- iDirect X5 VSAT platform to ensure high-efficiency broadband connectivity
- Dual-stabilized satellite antenna systems
- Network ability to be pooled and shared only by Harkand sites in same footprint
- Secure network connection from remote sites to corporate HQ

### Outcome

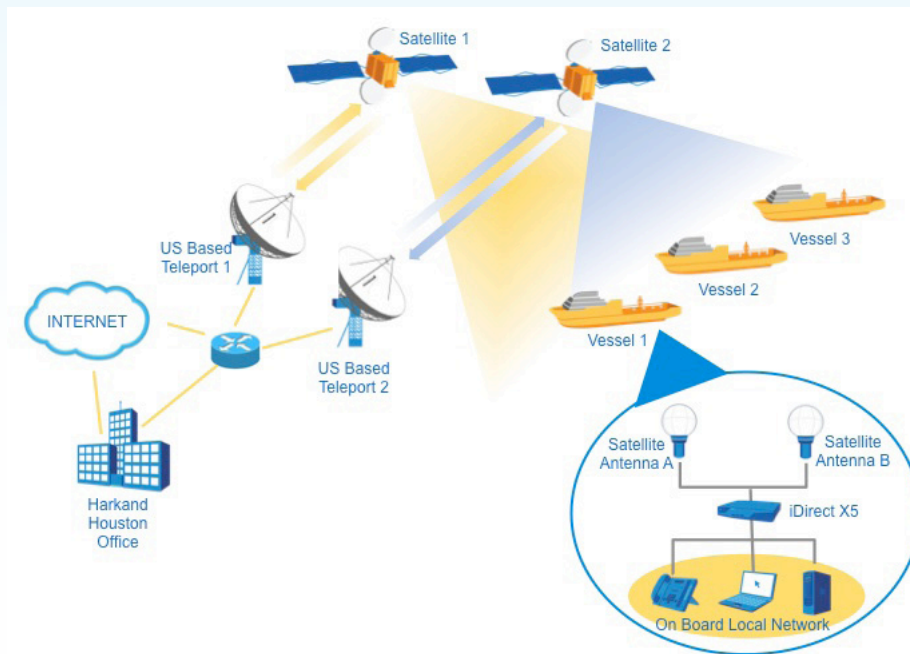
- Improved communications speeds over previous solution
- Supports additional voice, video and data applications
- Supports Citrix, HSE and Financial Procurement Corporate Applications for Harkand and its clients
- Capability to do beam switching



# Custom Solutions for Harkand

ITC Global currently supports the diving support vessel Swordfish, the multi-purpose support vessel Viking Poseidon, and subsea vessel Spearfish. These vessels act as a base for advanced remotely operated vehicles (ROVs), and have been placed in the Gulf of Mexico and North Sea to inspect and repair offshore installations. ITC has developed an end-to-end satellite communications solution tailored to the unique requirements of Harkand. The network has been designed to ensure operational integrity, protect personnel and property, and provide seamless coverage to sites across the globe.

## Custom Network Diagram



## Harkand Solution

- Ku 1M+ Dual Stabilized Antenna Systems
- iDirect X5 Technology
- Pooled TDMA Network Available
- Turnkey Installation and Field Maintenance
- 24/7 Network Operation Support
- Supports converged Voice, Video and Data
- Flexible Add-on Services Available

### **Jim Parker, Vice President Group Marine Assets**

*"Communications are critical to providing streaming video for our ROVs (remote operated vehicles). ITC Global takes a proactive approach to recommending innovative designs that improve the quality and cost effectiveness of our service. We actually started to take for granted how well ITC Global's services work."*

### **Jerry Sims, Vessel Manager Harkand Group**

*"The personal touch and attention to customer service has been excellent, whether it is business hours, afterhours or the weekend. They go above and beyond, and we can even request specific technicians by name."*



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[www.itcglobal.com](http://www.itcglobal.com) or email us  
 at [sales@itcglobal.com](mailto:sales@itcglobal.com)

