

OnAir services to maritime customers

OnAir supports its Customers in all phases of the deployment of the service onboard: from initial discussions on coverage and capacity requirements to the actual installation of the equipment onboard and from initial system optimization to day-to-day operation of the service. This section provides a description of the areas managed by OnAir.

Before installation

Dimensioning

Through analysis of crew and passengers' demographics and profile, OnAir provides recommendation on how system should be dimensioned from a GSM equipment and satellite link perspective. This results in a system which is neither under-nor over-sized for capacity.

Site surveys

Through gathering of Customer requirements in terms of coverage, installation design (e.g. need to make the installation invisible to passengers) and analysis of the cabling possibilities, OnAir provides complete site surveys describing expected coverage, interconnection details to existing infrastructure, equipment locations and listing.

Satellite link provider selection

For installations where there is no existing satellite link available, OnAir can perform recommendations on satellite link and equipment supplier based on satellite coverage requirements and required capacity. OnAir is able to team up with existing providers to offer one-stop-shop installations including satellite and GSM connectivity.

Standard IT/IP infrastructure consulting

For installations requiring the modification of the onboard IT/IP infrastructure, OnAir provides support in the definition of the target infrastructure. This support can be extended to the actual implementation and maintenance of such infrastructure.

During installation

GSM equipment installation

OnAir manages the installation of required active and passive network elements up to the complete acceptance of the solution (e.g. features, coverage, and capacity).

Satcom installation

OnAir collaborates with partners in the industry to perform the complete installation of satellite communications systems where required.

Training

OnAir provides training to crew members that may have to intervene locally on the system (IT administrator onboard).

After installation

Remote supervision, operation and maintenance

OnAir Network Monitoring Centre performs 24/7 supervision on equipped vessels and monitors system availability, service availability and equipment status. Maintenance activities (such as software updates) are also managed remotely in coordination with the crew onboard.

“ OnAir ensures professional support in all phases of the deployment and perform a 24/7 supervision on equipped vessels. ”

Customer support

OnAir provides 24/7 customer support to Customers by phone/email. End User support is provided by their home operator as in any roaming environment.

Definition of operational procedures

Prior to the opening of the commercial GSM service, operational procedures required for incident management, incident notifications and maintenance activities are agreed and documented by OnAir, along with all related contact details.

Spares management

Upon request, OnAir can provide a spares management service for the different elements forming part of the GSM solution onboard.

Capacity and performance management

OnAir provides a capacity and performance management service and ensures that the characteristics of the satellite link and of the GSM system match the actual usage of the service. This allows the planning of any required capacity upgrade or design modification in advance of any congestion.

Reporting

OnAir provides a reporting service and generates a suite of standard reports providing information on system availability, service availability, quality of service, roaming penetration and usage. Customized reports can also be developed upon request.

“ Regular usage reporting, close monitoring and regulatory services are full part of the OnAir solution. ”

Other OnAir services

Regulatory approvals

Where appropriate and depending on the type of vessel, its flag and its routes, OnAir provides services related to the request and follow-up of approvals towards telecommunications regulators. As a part of these approvals, OnAir manages aspects related to GSM Lawful Interception including support to judicial authorities. OnAir Lawful Interception solution is capable of providing interception data which complies with the current ETSI standards.

Roaming agreements

OnAir continuously increases the number of GSM operators with whom a roaming agreement exists. Although this activity is not directly linked to the launch of a new Customer, depending on users' demographics of such new customers, OnAir can prioritize roaming agreements with mobile operators that are the most represented onboard Customer's vessels.

Wholesales billing with fixed and mobile operators

As part of its day-to-day relationships with fixed and mobile operators, OnAir manages all services related to financial and data clearing. These services are provided without the need for any support/involvement from Customers.

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