

• Cover Page	• Market News	• Events and News	• Out of the office
<ul style="list-style-type: none"> • Eurobulk partners with Navarino for connectivity and ICT upgrade <p style="text-align: right;">Page 01</p>	<ul style="list-style-type: none"> • Seastar chooses to install Angel fleetwide • Satellite security tips from Intelsat <p style="text-align: right;">Page 02</p>	<ul style="list-style-type: none"> • A day in the life of the Navarino Aftersales Support Department <p style="text-align: right;">Page 03</p>	<ul style="list-style-type: none"> • Driving around the world during a pandemic. Our sponsorship of the World Offroad 2 <p style="text-align: right;">Page 04</p>

Eurobulk works with Navarino to expand its onboard connectivity options and to upgrade its ICT infrastructure



Eurobulk has a mixed fleet of 28 ocean-going bulkers and containers. 10 of them have already installed either Inmarsat Fleet Xpress or FleetBroadband with large allowance plans from Navarino and each vessel uses Infinity as the brain of the system to optimize the company's business processes and to enhance its crew welfare offerings.

For the Fleet Xpress vessels, the company has chosen to install a mix of Intellian GX60 and GX100 antennas, with Infinity Cube hosting the soft Network Service Device (NSD) and also offering high availability and active-active clustering. The FleetBroadband vessels use the Sailor 500 antenna with Infinity Standard, bringing a significant technology boost to the onboard infrastructure.

Eurobulk will also trial on 2 vessels Spectrum, Navarino's new designed-for-maritime ICT toolset which provides a centralized platform for remote monitoring, maintenance and management of the entire IT and connectivity infrastructure onboard.



Ioannis Brougiannakis, the Navarino Account Manager for Eurobulk said 'Since we started our cooperation with Eurobulk's IT team, we were looking to offer them truly great service on their vessels and to support their business needs with new services in this demanding shipping environment. Spectrum provides the IT department at Eurobulk with asset management, network visualization and a real time, centralized IT & OT management platform. I look forward to a long-lasting partnership between Navarino and Eurobulk.'

Mr. Petros Valsamis, Eurobulk's IT Manager said 'Our communication needs are increasing and to meet those needs, we require a high level of performance and reliability with a dedicated support team that is available 24/7. Crew welfare is also of great importance to Eurobulk and the improved on-board connectivity using Navarino services and the Infinity solution is a big step forward for our crew offering. Navarino is helping us deliver on our promises and we very much like that they are committed to the ongoing development of the service as our business needs grow. Spectrum is another great solution which we are doing trials on to see how it can enhance our business operations. We are very happy with our collaboration with Navarino and its services and we look forward to a long standing, professional relationship with Navarino for many years. '

Editor's note

by Christian Vakarelis

Welcome to another Navarino Newsletter! This quarter I am very proud to be writing about two excellent partnerships with customers from the Greek market - Eurobulk, who we work together with for connectivity and who are also about to start trials of our Spectrum service, and Seastar Ship Management who are going to roll our Angel cyber security service across their fleet. I am very grateful to both Eurobulk and Seastar for working with us to publish these articles in our Newsletter.

This edition also showcases a day in the life of our Aftersales Department, in an interview with their team leader, Nikos Anthopoulos. He discusses in particular the ways that he and his team overcome the difficulties that the ongoing pandemic raises in their work in order to maintain the five star level of customer care that all of us at Navarino strive to deliver our customers.

Intelsat has prepared a set of cyber security tooltips to consider when choosing your satellite operator which we share with you in this Newsletter, as while cyber security has been a hot topic in maritime for a long time, its importance is only continuing to grow.

And finally you will read about our sponsorship of the second World Offroad expedition, in which explorer Akis Temperidis talks about how his mission to travel the world to spread awareness of culture sharing, simple living and respect for the environment has been affected by the pandemic.

I hope you enjoy our Newsletter!

Market News

Seastar Ship Management begins rollout of Angel cyber security service across its fleet of bulkers

Seastar Ship Management operate 16 bulk carrier vessels from their Athens based headquarters. They are long standing partners to Navarino since 2017 and they have installed Fleet Xpress with Infinity across their fleet. As an advanced, forward thinking company, the next step for Seastar’s modern vessels will be to install Navarino’s Angel cyber security service.



Angel is the first fully-managed cyber security service designed and developed to cater to the unique requirements of the merchant marine IT environment. The core component of the service offering is a virtualized Unified Threat Management platform designed to be exclusively hosted within Infinity Plus and Infinity Cube. It is compatible with any satellite network or IP-based communication solution and it offers various options to maritime IT managers to help them comply with the cyber-risk management regulations that come into effect as from 1 January 2021.

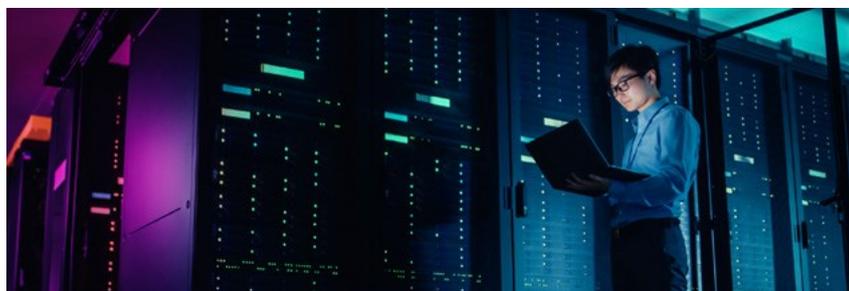
Konstantinos Dimitriadis, Navarino Account Manager for Seastar said ‘We are very proud of our excellent partnership with Seastar. As their account manager I am personally very pleased to see that the company is satisfied with both our connectivity solutions and our technology services, and that they are able to use those services to help deliver tangible benefits in their business operations. I look forward to continuing our partnership with Seastar for many years to come and I would like to thank them for their trust in Navarino.’



Questions you should ask your satellite operator about cyber security – satellite security tips from Intelsat

Navarino works in close partnership with Intelsat on delivering Ku band services to the maritime sector. In this article we share the Intelsat Satellite Security Tips that any organisation using satellite connectivity in its business operations should consider.

The weakest link in your security chain puts your entire network at risk. With cyber threats increasing and getting more sophisticated each year, you need to understand your satellite operator’s security posture. Here are five questions to ask of your satellite provider.



1. How are you securing your networks (not just your satellites)?

Given the scope of the connectivity ecosystem, it is not enough to just secure the satellite itself. Satellite networks are global and span multiple terrestrial, teleports, satellite and other access connections. Every end-point across the distribution cycle needs to be assessed, tested and secured. Intelsat utilizes a mature compliance program, extensive audit and assessment initiatives, and a coordinated incident response process help protect our satellites, ground and network infrastructure to ensure business-critical applications and content remain secure.

2. Has your network been audited by an independent firm?

Cybersecurity is too complex and disruptive to rely solely on internal security reviews. Held to the highest security standards, Intelsat is the only satellite operator independently audited by KPMG and completes an annual Service Organization Control 3 (SOC 3) review of security controls.

3. Are you prepared to rapidly detect and mitigate a risk?

The question is not whether there will be any attacks, but how well you can manage a breach and still maintain your network availability and integrity. At Intelsat, we proactively monitor for security breaches and have plans in place to quickly communicate the details to the appropriate parties to limit the impact of the breach, secure data and prevent future breaches.

4. Are your partners doing their part to keep content secure?

When your partners don’t follow best practices, your content remains at risk. Intelsat works with all our ecosystem partners to ensure they have the right security requirements in place to maintain security in-orbit and on the ground. Here at Intelsat, we take full responsibility of assessing our ecosystem partners with the same rigor that we look at everything else.

5. Are you leveraging the latest satellite innovations to secure your content?

The advanced digital payload of Intelsat Epic’s multi-layered high-throughput satellite (HTS) fleet allows traffic to be moved seamlessly between beams, which is critical for mitigating interference and shut down the interference.

Events and News

A day in the life of the Navarino After Sales Department, an interview with Team Leader Nikos Anthopoulos

As specialists in satellite connectivity, hardware and ICT, the scope of our work is broad. A typical day in Navarino's After Sales Support begins with us taking over from our Hong Kong team. We log in and set up all of our programs before we have a short planning meeting for the day in which the previous shift updates us on the status of all ongoing cases that need to be taken over by the new shift.

We are responsible for the support of numerous systems, as we provide our customers with technical support for all Navarino products and services. We also offer technical consultation and advice to customers to help them tailor their connectivity and ICT infrastructure to meet their exact requirements wherever possible. To effectively tackle our tasks, we always have at least 10 different applications open, including tools for monitoring, remote management, proper case supervision and for back office purposes.



Our support engineers have designed and implemented a real-time monitoring system that proactively scrutinizes thousands of customer systems around the world, including Navarino FX and KU installations, Infinity vessels, as well as their underlying ICT infrastructure. At the same time, we manage a vast amount of real-time network and infrastructure telemetry data that we first visualize, then analyze and then use to identify and mitigate possible issues and improve the performance of our systems.

The department is separated into two different Tiers that handle cases depending on their criticality and any special characteristics. The Tier 1 department consists mainly of network engineers while our Tier 2 department is system oriented, specializing in our Infinity service while also operating as the interface between aftersales and our R&D team.

All incidents received by our Aftersales Support department are prioritized, based on the severity of each case, as our SLA dictates. We apply ITSM standards to the way we handle cases which means for example, that when an incident reoccurs frequently, we have the flexibility to change the way we handle such a case in future.

In our daily routine, which consists mainly of email exchanges, phone calls and internal chats, good communication is key. Whether we are investigating connectivity issues, providing customers with 'how-to' guidance, implementing change requests or fine tuning onboard ICT setups, we try to build strong relationships with both customers and partners so that we can get the job done quickly and efficiently.



Nikos Anthopoulos, Navarino Aftersales Manager

Our partners have proven to be a great help in enabling us to expand our knowledge and expertise. All Navarino support staff are certified by our Partners and they are constantly working towards further accreditations from the rich training options available. For example, we take full advantage of Inmarsat's Nebula platform, which is a highly advanced online learning tool. Also, Cobham's Satcom Training Academy and Intellian's Litmos Training Platforms have been invaluable in expanding the knowledge of our team and we frequently arrange training sessions with JRC and GTMaritime. We do not only receive training however, as it is our department, in conjunction with our presales team which acts as the training centre for our growing family of Infinity customers and resellers. It is always a pleasure for our team to work with them and educate them on each new Infinity update and the new features that it brings to the platform.

Working in a support center that handles several different applications can be challenging but it is very rewarding especially when a particularly complex case is resolved. As systems and products in the company change, new services appear and we always enjoy learning how to support them. Identifying our training needs and having a vast thirst for continuous learning is another part of our daily routine.

The COVID pandemic has brought new challenges to the team, but even though half of our team now works from home in shifts, our goal remains to maintain the same high level of support to our customers and their vessels who need us. To help mitigate any negative impacts from the pandemic, we have made adjustments to the way calls routed, implemented new directives on the way we handle customer cases and we hold twice-daily triage meetings to ensure all cases are being looked after correctly - all with the goal of delivering a 5 star experience to our customers.



Nikos and his team monitor Fleet Xpress vessels globally as part of their daily work

Out of the office

Driving around the world during a pandemic. Navarino-sponsored expedition continues despite challenges.

Akis Temperidis is well known to Navarino. In 2007 he began an extraordinary trip to drive around the world in 800 days, for which Navarino provided connectivity. Now he is on the road with Navarino again, in another round-the-world expedition that he hopes will inspire cultural understanding and raise awareness of the benefits to be had from a simpler, nomadic lifestyle that respects nature. In this interview, you can read the story of his latest adventure so far.

'It was mid-September 2019 when we left Greece to take this trip around the world, starting from the Balkans. Three months later we crossed the Turkish border, hopeful to follow the historic Silk Route in central Asia and arrive in Mongolia, presumably at the beginning of this summer. According to our initial plans we should be now somewhere between China and SE Asia, although magically and unexpectedly we are exploring the arctic zone in Scandinavia and we have just arrived at North Cape on the 71st parallel.

We were deep in Anatolia, heading to Georgia and Armenia, when the pandemic closed all the borders in central Asia and most countries started to lockdown their populations in order to pull the handbrake on the covid-19 outbreak. Border closures made us feel like prisoners in our own vehicle, as we couldn't go anywhere and felt like we were in a dystopian novel for our generation. It was like a third world war feeling, especially when we crossed the already closed Greek border and drove on isolated roads back home. Greece seemed as if it had been hit by a biological bomb then.

Then it was the lockdown, which we faced more positively than most, treating it as one more adventure and a unique chance to look inside ourselves and our lives, instead of looking ahead and far away as usual. Two months of still – and healthy – life were enough to ignite the spark inside for travel in a world that looked completely different to the way it was just four months before. Since the EU promoted a "reopen" campaign to help member states save their summer tourism, we took the chance to travel to the extreme north of the continent for the very first time in our lives.



Despite the global crisis, we still had the support of our major sponsor. Navarino, who extended their sponsorship of our first trip around the world back in 2007, empowering our expedition again, for which we are extremely grateful. Additionally, a MissionLink satellite system by Thales on the roof of our motorhome is connected to the Iridium Certus network, permitting us to call home or send email from wherever we are on the planet. We truly can't thank Navarino enough for all their support.

So here we are on the road again while the world is facing a second Covid-19 outbreak. In roughly three months we have crossed ten countries, from eastern Europe to the Baltic sea and from there crossed to the Arctic Circle through a thousand lakes and up to the iconic North Cape in Norway. We can now report that the pandemic has made travel more difficult. But it's still feasible.

Overland travel seems to be more straightforward because safety measures are mainly focused on airport arrivals, so land border controls are a little bit more loose in the EU area. For example, we were supposed to undergo a 14-day quarantine in Hungary when entering from Romania but at the border they just let us in. When in Poland, we were timely informed that Lithuania would imminently enforce a quarantine rule, so we crossed the border immediately and we skipped it. In the process we learnt to wear masks indoors and avoid busy places.

When we arrived in Finland by ferry from Estonia, police officers let us in. If we had flown directly from Italy or Greece, we would have had to undergo 2-weeks of self-isolation. We actually underwent a 10-day quarantine the time we entered Norway from Lapland, because two days before, the government had enforced the rule for all visitors from all countries, including neighbouring Finland.

Being in Norway while Covid-19 cases are skyrocketing in the rest of Europe, we can see how complicated travel can be. For example, we can easily enter Sweden from here, but we will be obliged to self-isolate again as soon as we re-enter Norway. Despite all this, or maybe because of all this, it is now like a treasure hunt getting from one country to the other, something which for years we took for granted. Travelling amid this global crisis also transmits a positive message, that we are still free to roam. Ok, with some restrictions. Our only concern is to keep ourselves healthy and not to put others in danger. This is the least we all should do. So, the trip – that life is – goes on for all of us.' You can follow Akis adventure on his World Offroad Facebook page or at theworldoffroad.com

