



# CASE STUDY

## The Great Escape Maritime Network



### The Client

The Great Escape Charter Company is quite unlike any tour operator you have ever encountered. They are committed to providing experiences, which are genuinely extraordinary. Their hospitality which is unique, personalised and world-class and the accommodation is incomparably luxurious and customised. With the ever demanding corporate environment, business executives expect to recharge their batteries in luxury, whilst still keeping a finger on the pulse of their business and pure leisure seekers enjoy the ability to contact family and friends to share their experiences aboard The Great Escape.

### The Brief

To deliver a cost effective compact satellite communications solution providing high quality Internet access and voice communications to enhance the passenger experience on a prepaid basis as well as catering to advanced bridge and crew voice and data applications on a post paid basis, with stability and reliability in a wide range of sea weather conditions.

### The Solution

With proven reliability, stability and availability over the GE23 satellite, ASC delivered a customised solution using iDirect broadband IP VSAT technology. This provided robust voice communications and high speed Internet access for multiple users over an onboard wireless access point and cordless VoIP base station. Connected via a 60cm Sea Tel stabilised antenna situated in an 80cm ray dome, continuous communications were established even in the harshest of sea weather environments. The Great Escape cruised north of Broome to Ashmore Reef then further north nearly to Indonesia with very good performance and happy clients using fast internet connectivity.



Below deck equipment

*ASC are specialised system integrators who offer a turnkey solution from concept through to completion followed by an unprecedented level of ongoing support*



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### The Result

By combining four discreet services (Pre-Paid VoIP and Pre-Paid Internet access for guest as well as Post-Paid VoIP and Post-Paid Internet access for bridge and crew applications) over a single satellite link, ASC has once again demonstrated its superior expertise in designing, implementing and supporting a unique customised satellite communication solution for a highly demanding customer.

Due to the success of this system and highest level of customer satisfaction, The Great Escape has extended its brief to include a TVRO Sea Tel (Television Receive Only) system in order to provide a wide range of high quality TV entertainment to its guests, increasing the combined services to five over a single link.

This solution has opened the door to the small to medium luxury charters, dispelling the myth that satellite communications solutions are only for big vessels, having utilised the bare minimum of onboard real estate.

In January this year Great Escape the luxury Kimberly Coast cruising vessel Captain Chris Tucker fondly known as "Trippy" steamed to Geraldton for the annual refit.

On the journey from Broome he passed through the WA North West Shelf area in which cyclone Dominic was active.

Trippy reports "I have just navigated the Great Escape around the peripheral of cyclone Dominic. Our new marine VSAT satellite voice and data system from Australian Satellite Communications using the small commercial grade Sea Tel 2406 antenna was used continually to download live weather information and keep in phone contact with our Broome head office during cyclonic type weather including some torrential rain conditions. Critical decisions needed to be made quickly in such arduous conditions and reliable high speed broadband internet assisted greatly throughout the entire journey"

Kylie Bartle, Great Escape Charter Company's General Manager says "We are now able to conduct our business from offshore and shore to ship reliably. At the same time provide also our clients affordable high speed internet and voice via our pre-paid voice and internet systems for safety, business and keeping clients and crew in contact with families. From the remote Kimberly Coast region and nearly north to Indonesia, the Australian Satellite Communications MSAT service works extremely well and has made a major difference".



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