

# Customer story

INDUSTRY:

TOURISM



## HIGHLIGHTS

Secure and managed internet for the tourism industry using LTE beyond shorelines

### CLIENT

A prominent cruise ship tourism company operating in India, specialising in offering unique and luxurious travel experiences along the country's coastal regions.

### REQUIREMENT

The company provides the greatest sailing schedules with lodging, entertainment, a restaurant and bar on board, a swimming pool, and other enjoyable activities with a total of 5 cruise ships. Guests occupy the majority of their cruise ships while they are sailing, and for both the crew and the passengers, basic connectivity is essential.

- On their cruise ships, Internet and voice connections were provided by satellites utilising V-SAT technology, which falls back on Sat-C with a GPS receiver as a backup.
- When a vessel is sailing close to land, the company required a solution that would let wi-fi switch to a land-based signal tower.

### CHALLENGE

The company's main priority was to offer some stable connectivity while sailing, and this was not possible with their present V- Sat technology. Passengers were able to access the Internet on the ship via wi-fi using their allotted data from the portal, and they can also recharge additional data credit. The limitations with V-sat were:

- VSAT services will be interrupted if the satellite and hub station malfunction (in the event of a star topology).
- The ship needs a clear line of sight to pick up the signal.
- The price of a satellite Voice & Internet plan is high (Approx. 1 Dollar for 4Mb to 5Mb).

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## SOLUTION

### [ Wireless SD-WAN Connectivity ]

To address this complex network requirement and challenge, Viva provided an ideal solution for the client.

The proposed solution included the following components:

- Managed LTE Solution: Viva offered Managed Internet Solutions with the LTE network as a secondary network; their current V-Sat system and 4G/5G LTE technology are integrated into the SMOAD device.
- When the ship is approaching a land area, the automatic network switchover allows passengers to utilise the LTE network from land, and the firewall is engaged.
- The system restricts access to specific websites and applications.

The primary benefits of the offered solution are:

- Automatic network switching from V-sat to 4G/5G LTE network.
- Application restrictions & Data usage control.
- The device combines LTE and VSAT technologies.
- A reliable Internet network.
- Seamless Failover Mechanism
- Real-time Monitoring and Reporting