

## CASE STUDY Acergy Osprey Crew Broadband

### Background

Subsea 7 is a global leader in seabed-to-surface engineering, construction and services. With its class leading station keeping ability, dive vessel Acergy Osprey supports subsea construction and diving operations. Currently located in the North Sea, her complement of up to 108 crew are at sea for four weeks at a time.



### The Challenge

Internet is a must-have for the crew of the Acergy Osprey. The challenge, however, is to provide 24/7 broadband access for a large crew, at a reasonable cost. Although the vessel is fitted with a VSAT system for operational and client communications, extending VSAT access to crew would create a number of issues. First, the crew internet requires higher speeds and more bandwidth in the downlink direction to cater for web browsing, which is very download-oriented. Secondly, sharing the VSAT downlink used for operations would impact the quality of the operational communications.

### The Solution

Acergy Osprey is using Wired Ocean's broadband downlink to cost effectively meet the additional speed and bandwidth requirements for crew internet downloads. Uplink data for crew internet, which is only about 10% of the download volume, is sent via the VSAT system. Typically, 10 to 20 crew members are online at any one time, using computers, laptops, iPhones, smart phones and iPads to access the service.

### Installation

All crew internet devices connect to Wired Ocean's S-Box via Wi-Fi access points. The S-Box manages the crew broadband service and routes the relatively low volume of data sent by crew devices to the operations VSAT for uplinking. This data stream is given the lowest priority over the VSAT so that it never interferes with operational communications. The S-Box ensures that all crew internet is downlinked via the Wired Ocean service and so is fully independent of the operations VSAT system. The S-Box also seamlessly enhances the service performance using compression, caching and negative acknowledgement techniques.

### The Results

Wired Ocean is meeting Acergy Osprey's considerable crew broadband needs with a fast, reliable service. By enhancing the operations VSAT service, Wired Ocean delivers a cost effective broadband service, dedicated to crew. The ship's operational communications are fully protected from the potentially enormous volume of crew internet traffic, and Wired Ocean's fixed monthly price makes budgeting entirely predictable.