CREWLINK

Keep your crew connected, safe, entertained and trained



MARLINK
ABOVE AND BEYOND

Tailored, integrated crew services to support the safety and wellbeing of crew at sea





Serving at sea for long intervals can leave crew members feeling isolated from their families, friends and even from current events and news. Today's generation of crew expect to have access to broadband internet and telephony while onboard. Offering a range of crew welfare services enhances your recruitment package and can improve crew retention.

With Marlink's CrewLink suite of Solutions, crew can stay happy, healthy, connected and trained in a controlled and optimised way that will not interrupt business communication.

- As of May 2022, due to updates to the Maritime Labour Convention (MLC) 2006, internet connectivity for crew is mandatory
- 75% of crew consider the available onboard connectivity as an influence in vessel selection
- Seafarers on average bring three communication devices onboard
- 95% of seafarers view connectivity as having a positive effect on onboard safety

Source: Maritime Optimisation & Communications, May22. Futurenautics Crew Connectivity Survey, 2018.

Future-proof solutions for crew



As your crew requirements grow or change, our broad portfolio of future-proof solutions ensures your connectivity and applications can seamlessly evolve.

CONNECTED

Sealink Crew Prepaid
- Prepaid internet browsing

Universal Card
- Prepaid voice/telephony

ENTERTAINED

XChange Media
- Daily multi-lingual video content
- News, reports, and entertainment

SAFE

XChange Telemed
- Medical Emergencies
- Crew Health

TRAINED

E-Learning
- Crew learning platforms from our application partners

While keeping the management simple
- XChange
- Portal 360

Easy to manage Internet and telephony



SEALINK CREW PREPAID

Keep your crew connected to the internet

Crew satisfaction is closely linked to their ability to be connected to their friends, family, and social applications.

Sealink's Crew Prepaid card offers a simple and affordable way for crew members to stay in touch.



Ease of use and flexibility
Internet access credits can easily be ordered and dispatched to crew members according to your policy.

Affordable rates
Enable your crew to access the Internet at an affordable rate.

Peace of Mind
Crew internet accounts managed by Marlink letting you focus on your core business.

Separation of crew and corporate usage
Crew Internet access is separated from corporate allowances and gives priority to business usages.

Social Media access
Crew can connect with friends and family through platforms like Facebook and WhatsApp.

UNIVERSALCARD

Enable high quality prepaid voice services

Hearing the voice of family and friends provides crew with a vital link to home, wherever they are in the world.

For more than a decade, Marlink's Universal Card has been the ideal tool for shipping companies to manage crew access to prepaid voice.



Simple prepaid service
Compatible across multiple satellite services, even when vessels have low-speed MSS connectivity.

Portability
Accounts are transferable so crew can take their credit with them on different vessels.

Full transparency
Every time a call is made, remaining credits are reported to the user.

Easy administration
Order, activate, recharge and monitor cards online with Universal Card Manager.

News and entertainment



XCHANGEMEDIA

Connect your crew to news and entertainment

Crew feel closer to home if they are able to easily keep up with news, sports and current affairs. XChange Media can also bring crew together in their social time in a communal environment that further fosters good teamwork and morale.

XChange Media delivers daily international news, reports and entertainment magazines to crew members.

Flexibility

Compatible with all major smart devices, PCs and laptops

- Customisation – multiple language options available
- Variety of offers – with affordable program packages which can be activated online & shared with all crew members
- Cost effective for you – content is updated daily with no impact on VSAT allowance or speed
- Cost effective for crew – once activated, content can be shared with all crew members at no extra cost for them, as no internet connection is needed to use the service

Peace of Mind

Managed by Marlink and activated within a few clicks, the application can be run across all major smart-devices, PCs and laptops.

Simplicity

Fully integrated into the XChange service delivery platform with no additional hardware required.





Remote medical assistance



XCHANGETELEMED

Look after your crew's health and manage medical emergencies efficiently

With the health and safety of remote crew paramount, XChange Telemed provides the ideal solution for managing illness or injuries onboard and meets ILO/MLC and IMO/STCW labour regulations for crew health and medical treatment.

Thanks to the secure and confidential transmission and storing of medical data, XChange Telemed assists the onshore medical profesional in his decision-making, and may thereby avoid unnecessary and costly vessel re-routings or evacuation.

Companies can choose between using medical assistance provided by compatible Public Telemedical Maritime Assistance Service (TMAS) Centres or your appointed company Doctor or specialist medical professional.

Fully contained
The handy light-weight, reinforced suitcase comprises EU Medical certified, high quality and easy-to-use medical equipment.

Enclosed tablet PC
Medical data is centrally displayed here and on the web portal viewed by the Doctor ashore, while the HD camera enables an interactive consultation.

Full security
Patient data transfer and hosting is securely managed in the cloud.

Full visibility
Access to the web-based portal enables doctors to straightforwardly view the video link and securely access patient data.

Satcom optimised
Expertly designed by maritime experts for live remote video consultation.

Full maintenance
Leasing and maintenance of telemed station including touchscreen interface is fully included in the package.

Clear instructions and reference diagrams
Enclosed to assist the remote user with data capture, viewing and sending.

Tailored to you:
XChange Telemed is available as a Standard kit or as a Light version, with customisable options.



Management solutions



XCHANGE

Empower your maritime communications

XChange makes it easy for you. Among its key functions, it facilitates crew communication management by enabling you to do the following:

- Separate crew LAN from corporate and IOT networks
- Set up a personalised user account for each crew member to be managed either from shore, by the appointed HR representative onboard, or via user self-registration
- Assign each user their own personal communications credit for voice calling and web usage
- Assign a separate credit basket for limited free of charge web access
- Select from a variety of versatile remote or local credit management options, including prepaid vouchers, automated reloads or on-demand credit top-ups
- Manage access rights and usage limitations
- Access credit allocation logs and usage reports from shore to simplify accounting

You can find out more about our entire XChange portfolio, including XChange WiFi and BYOD on our website.

PORTAL360

Straightforward management and transparency from shore

Free to use, Marlink's Portal360 enables remote administration of crew accounts allowing personnel on shore to:

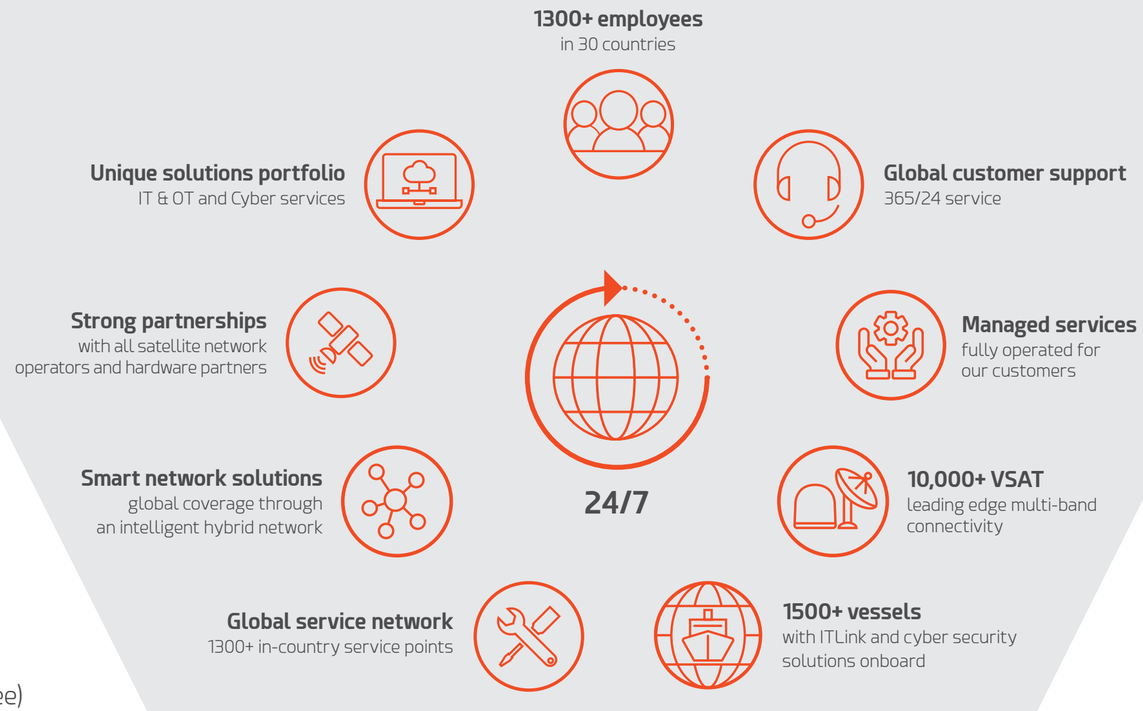
- Easily view and report on individual crew consumption and deduct from payroll
- Create, manage user groups
- Customise access rules and usage limits
- Assign credits
- Define crew access to internet as a fixed time or maximum amount

Further, in Portal360, administrators on shore can maintain a central view of Telemed stations onboard all vessels across the fleet



Your partner who goes **Above and Beyond**

Marlink is a true partner, who goes Above and Beyond to help you run your remote operations in ever smarter, more profitable and sustainable ways and give you the competitive edge.



Let's talk

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