ITLINK

Discover the new benchmark in vessel IT management



MARLINK
ABOVE AND BEYOND

Flexible ITLink solutions for every need and budget

To standardise your IT and future-proof your fleet you need a solution that goes Above & Beyond





The maritime industry is embracing digitalisation at an ever-faster rate.

That leaves today's fleets depending on a diverse range of IT hardware and software that is both complex and vulnerable to cyber attack. New and legacy technology is often poorly integrated.

Maintaining these systems is a heavy burden for an already over-stretched crew and IT departments.

Now there's a new industry benchmark solution. ITLink – the maritime industry's most complete solution to simplify and manage IT operations at sea.

ITLink. Take control, and future proof your fleet.

Marlink's ITLink empowers you to control, simplify and automate your IT management and achieve exceptional system resilience, lower costs and extract more value out of unconnected data streams. ITLink simply integrates with your existing technology and connectivity.

The power of ITLink



We can work in the way that best suits your needs – in partnership with your IT team, or by managing onboard IT monitoring, updates and risk mitigation for you.

Comply with IMO 2021 (resolution MSC.428,98) Safety Management System regulations

ITLink Empowers fleet management companies

- A major step towards future-proofing the fleet
- A whole new level of control over fleet IT
- The power of remote management and easy system updates
- The ongoing support of Marlink's unrivalled expertise in the transition to an automated, standardised IT system

ITLink Empowers IT and operations

- A powerful way to keep systems cyber secure, resilient and compliant
- Integrates with any existing technology – no need to have Marlink connectivity already on board
- Remote management, update applications across the fleet in hours
- Less dependency on the crew
- The ongoing support of a collaborative expert partner e.g. with staff training

ITLink Empowers crew

- Complete crew confidence, knowing that Marlink is partnering the IT team to keep onboard IT stable and efficient
- Initial training and support to embed systems and procedures effectively

Flexible solutions for every need and budget



For simple installation within your existing IT environment, we offer a straightforward **entry-level solution** to begin standardisation of your onboard IT:

ITLINK MONITOR

An ideal solution to monitor and standardise your fleet IT environment, ITLink Monitor provides a remote, fleetwide view of your onboard computers and Windows environment

For complete control and standardisation of your IT operations across the fleet, we have two **advanced options** to suit your own IT capabilities and resources:

ITLINK PRO

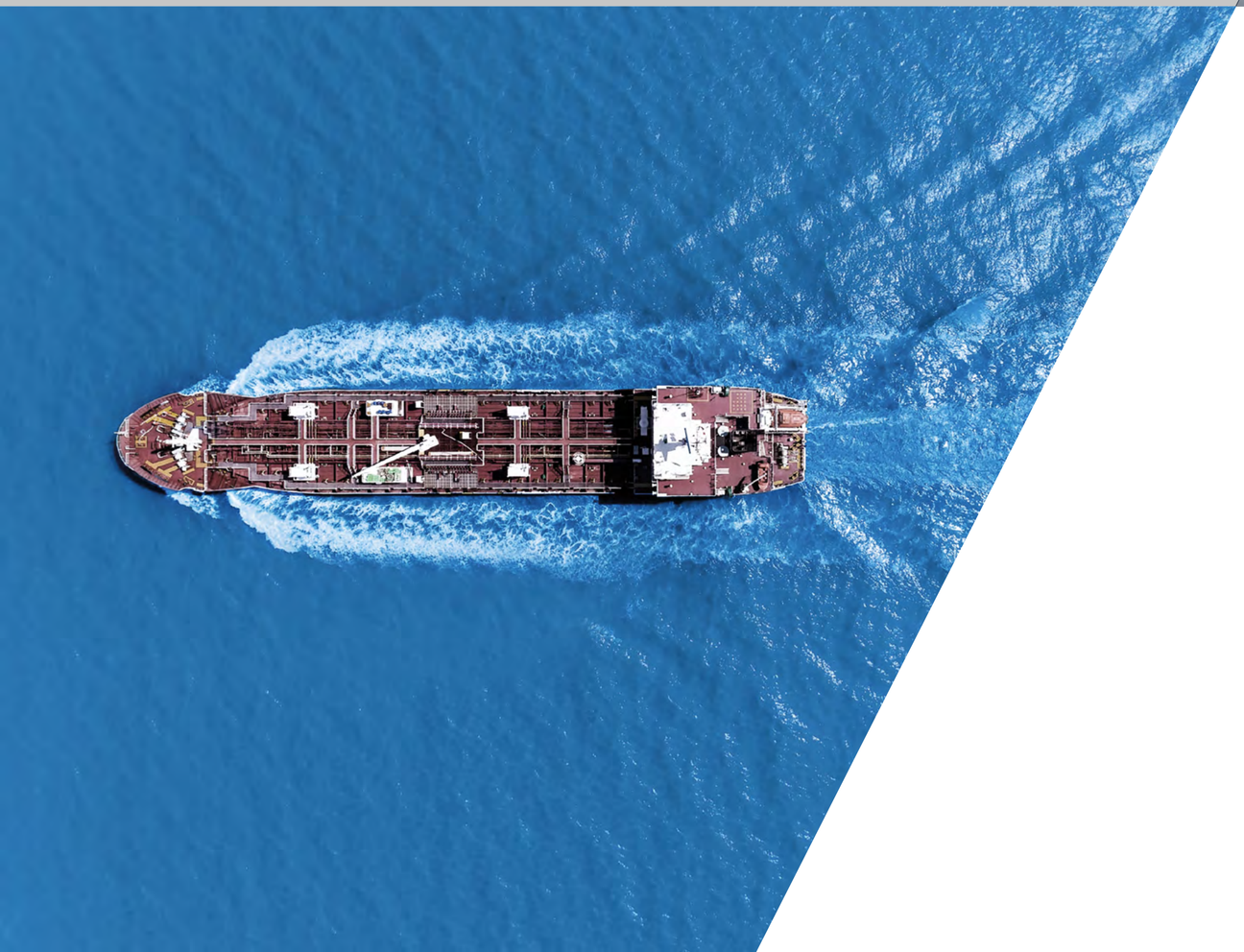
We will support you to establish and enforce IT policies and protocols, standardise fleet IT and reduce cyber risks, with your own team managing onboard IT day-to-day

ITLINK MANAGED

If you need to outsource IT management to a world class expert partner, our team of IT experts will design the solution to meet your specific needs and then remotely manage IT for you

ITLINK's entry level option can help you start your journey to a smarter, standardised future





Do you want fleetwide visibility of IT status in an easy-to-view dashboard?

ITLink Monitor
Simple and secure fleet IT monitoring

- A remote, fleetwide view of your onboard computers and Windows environment
- Clear dashboard system – easy remote monitoring of hardware, software and operating system status and details reported onshore
- Reporting – provides fleetwide view on performance
- Software overview to monitor versions and install dates
- Integrated antivirus status with version and database update information
- Unwanted software detection for easy identification and removal of unwanted software across the fleet

Our customer says:

"ITLink Monitor gives us daily updates on the status of our workstations on board, covering everything from disk usage to software status automatically and with low data usage."

"With ITLink we no longer waste time and money shipping important application updates to the vessels; instead everything can be uploaded to the XChange Box during off-peak times, in order to not interfere with the day to day business traffic of the vessel. ITLink also has a friendly UI so crew can easily understand how to install or update an application, and on the office side we are able to monitor the status through the ITLink Dashboard."

Madalin Stetcu Fleet IT, Hartmann

Managed by you or managed for you





Do you need a complete IT solution for your own IT team to manage?

ITLink Pro

The solution for fleets with a skilled IT team. Your team can decide more freely how we help them.

- Update systems and applications across the fleet quickly
- Centrally manage IT without going onboard
- Increase uptime and improve system and cyber security
- Achieve a scalable and flexible vessel IT environment
- Monitor software and hardware via the dashboard, onshore
- Control access, devices and disk space remotely

Do you need to outsource IT management to an expert partner?

ITLink Managed

The solution for companies needing to outsource IT management to a world class expert partner who can fully manage it for them.

- Establish and enforce IT policies and protocols
- Standardise IT management, ensuring a smooth process for new vessels and fleets
- Reduce cyber risks by strengthening security and eliminating vulnerabilities
- Reduce human resource costs by outsourcing
- Minimise costly unplanned vessel visits to restore, mitigate and firefight
- Minimise planned vessel visits to install, upgrade and maintain IT

Maximise uptime and control costs



ITLINK

Typical recovery times

30 mins (PC)

3 hrs (server)

ITLink customers are saving up to $200,000 pa by eliminating vessel visits

ITLINK is a powerful way to maximise the uptime of the applications you depend on, guarantee rapid problem response and target zero server failures.

ITLINK can deliver a lasting positive impact on your costs and efficiency, helping to avoid costly server crashes and keep hardware costs predictable.

- Increased uptime
- Reduced costs for reactive support
- Predictability of service: no unexpected outages
- Predictability of costs: planned, monthly fees and no surprises
- Self-sufficient crew, needing no additional support
- Fast restoration/reinstall following failure or cyber incident
- A highly scalable IT management solution with fixed monthly fees
- Optimised hardware and license investments to meet budget requirements
- Future proof IT management, designed for the years ahead
- Automated email alerts, enabling early action to minimise costs of replacement hardware
- No need for unplanned vessel visits to repair crashed equipment
- Critical business applications always available, so your vessels are ready to sail



Problem solved by ITLink

PROBLEM	SOLUTION
Unknown status of software updates, antivirus protection and backups onboard each vessel	ITLink Monitor is a web-based onshore dashboard, monitoring the status of critical applications across your fleet
A software or hardware problem causes an unexpected outage	Observe software and hardware across the fleet with our simple centralised, shore-based tool, ITLink Monitor
Outdated software contains security vulnerabilities which allow attackers to enter your network	With ITLink Monitor, you have visibility of software on all PCs in your fleet and updates to mitigate known vulnerabilities are swiftly distributed to all vessels
A long distribution and implementation phase for Windows security patches across entire fleet	ITLink ensures the entire fleet receives patches speedily
A field engineer is sent to execute complex updates manually on board	ITLink manages the roll-out remotely, to eliminate HR, overtime and travel costs
A new regulatory requirement means that new software for reporting must be implemented manually per vessel	ITLink facilitates centrally managed, automated deployment from shore across your whole fleet

See the big picture

ITLink is just part of Marlink's unique portfolio of fully managed smart network solutions – an intelligent hybrid network and unrivalled digital solutions which we configure and deploy around your individual needs.

1300+ employees
in 30 countries

Unique solutions portfolio
IT & IoT and Cyber services

Global customer support
365/24 service

Strong partnerships
with all satellite network operators and hardware partners

Managed services
fully operated for our customers

Smart network solutions
Global coverage through an intelligent hybrid network

24/7

10,000+ VSAT
leading edge multi-band connectivity

Global service network
1300+ in-country service points

1500+ vessels
with ITLink and cyber security solutions onboard



ITLink Enquiries

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