



## Maritime ICT Support Service

### SWAN IT Solution

Ship Network / SATCOM / Ship Surveillance / Cyber Security

### SWAN IT Service

Interface Computer Repair / Print Consulting

### Supply

Software / Network Equipment / IT Expendables

### Software Asset Management

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# Maritime ICT Support Service



# Specialized Maritime business ICT supplier



## ABOUT US.

We supply a wide range of IT products and services for your vessel needs. JES is very flexible in delivering service on your vessel. On below brochure & website you can find a variety of our products. If you have any question about our services feel free to contact us.

## SUITABLE BUSINESS PARTNER.

JES has many years of experience in all kinds of land and maritime IT solutions. Our experience in the maritime industry makes us a suitable business partner for your IT demands. JES can fulfill all your Maritime IT needs.

Our well trained engineers know exactly what your needs are and can deliver the correct solution for your IT problems. IT maintenance is not your business, leave the complicated support to us and we can guarantee that your ship's IT network is in good hands. We are capable in delivering high quality IT networks on board your vessel.

JES as all-in-one maritime service provider, is lead by our 4S-concept on which we have build our company and based our activities.



## STABILITY & SECURITY.

Through a fine and practical balance of these concepts we are able to create our solutions, bring these as services to you, our customer, while building on standards that bring stability and security.

If you need an IT maritime solution for your vessel, JES is the suitable business partner for you. We can supply IT training, Network installation, Computer or Network support and we can also supply the hardware needed.

JES is an all in one business partner for all Maritime IT related business.

Our endeavor is to reach highest quality with our products and services to customer's satisfaction and thus to create a solid basis for long-standing business relations.

## ALL-IN-ONE MARITIME SERVICE BY OUR 4S-CONCEPT.



Standards



Solutions



Services



Security

# In Touch with SWAN ICT Services



## 01 ONBOARD SERVICES.

You can expect this support from us on maritime IT related issues such as Satcom units, network troubleshooting, computer problems and much more. Our engineers are very well trained in maritime products and will solve the issues before your vessel leaves port. A service report describing the work that was carried out is written after every service rendered. On request, SWAN can also provide onsite assistance at a very short notice. In our direct working region we can supply a so called Quick Response Service; our location in Busan allows us to reach the Ulsan, Pohang and Yeosu/Kwangyang harbour areas very fast.

## 02 NETWORK.

Even if you have a wireless network, there are always cables. Most of our clients have a mix of both these days. But they all started the same way; with "cabling".

SWAN experienced cable installers can make all the difference. We know the sound ways of installation and we understand that cable is the backbone of your network. Especially onboard your vessel there is a lot of interference, which can result in poor performance and even stoppage.

We have the knowledge and the professional tools to get your cabling in place and working correctly. SWAN is experienced in cabling on new as well as existing vessels.

All our network cabling is tested and approved by our Professional network testing equipment to certify the network. Cat-5, Cat-6, fiber, voice, data and any other type of cabling; we have the experience and know-how to make sure your network cabling is reliable and robust.

## 03 HARDWARE.

SWAN can supply any IT related product your vessels need, from a single PC mouse and more important computer hardware to a complete installed network and security products. SWAN is your supplier for all of this. We supply multiple computer brands such as Lenovo, Dell and HP. Delivery of Firewalls from brands like Netgear, Juniper, Fortinet are also available, including their complete configuration.

## 04 EMAIL.

SWAN engineers are very proficient in implementing new email solutions onboard your vessels.

We are well trained in the installation of Sea-One mail, AmosConnect, SkyFile Mail, Telaurus, Globe Mail, Fleet mail, Blue wave and other email solutions.

Due to their experience and knowledge SWAN knows exactly how to implement the most appropriate email suite onboard your vessel.

## 05 SATCOM.

We can install different types of satellite terminals onboard vessels for you, like Iridium and Fleet Broadband and connect them in the proper way with your computer network to ensure optimized email and internet traffic.

SWAN installs a variety of brands such as Furuno, Thrane & Thrane, JRC, Intellian, KNS, etc. We are also able to advise you in the setup and configuration so that it meets your vessels requirements best.

SWAN has a 100% success rate with the installation of satellite terminals and has done over 50+ Fleet broadband & VSAT installations in the ports of Busan, Ulsan and Yeosu/Kwangyang.

# SWAN ICT SOLUTION

SWAN is delivering service a variety of our specialized products and services on maritime.



## 01 SWAN NETWORK.

Easy expandability via existing PA line inside vessels, installation within in a day self-installation by crew and can be simply movable. Easy connection with vessel surveillance equipment such as CCTV.






In order to provide wireless internet in places such as ECR, it is possible to easily connect networks without additional cables.

## 02 SWAN SURVEILLANCE.

SWAN Surveillance is a video surveillance solution for safe navigation of ships, and is configured for the purpose of saving and retrieving images acquired through cameras inside and outside the ship.

In particular, it is possible to cope with emergency situations that may occur at the time of arrival and departure, and the saved images can be used as useful data. The operation status of major equipment such as engines and generators in the engine room can be monitored through computers on the network installed in the cabin.

### “THE BENEFITS OF SWAN VIRTUAL ENGINEER SUMMARIZED”

|                                                                                                                                                             |                                                                                                                               |                                                                                                                         |                                                                                                                                         |                                                                                                                                         |
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|  <p><b>Lower</b><br/>IT-Maintenance costs due to less on-site visits</p> |  <p><b>Easy</b><br/>to use and install</p> |  <p><b>Shorter</b><br/>downtimes</p> |  <p><b>Always</b><br/>an IT-engineer on standby</p> |  <p><b>Higher</b><br/>operational availability</p> |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|

## 03 SWAN VIRTUAL ENGINEER.

Minor computer issues can occur at any time. A program might start misbehaving or settings might be lost. Some of these case could be solved by the crew, but if the issue proves more difficult than expected the next option available is often to have an engineer board the vessel to resolve the issue. Seeing as many issues can be solved within minutes by the engineer, when presented with only those two options, getting an engineer to board can seem expensive.

On the other hand, if the problem is not solved in a timely manner it could hinder the crew in daily operations which in turn could lead to loss of revenue.

SWAN now presents a middle ground where many issues can be resolved without having an engineer board the vessel physically: SWAN Virtual Engineer.

## 04 CYBER SECURITY.

Antivirus protection and proper installation can greatly increase the digital security on board your vessel. However, they do not protect against every different threat and scenario that can target your vessel.

If for some reason the Antivirus were bypassed, disabled or malfunctioning, this would leave your vessel unprotected against anything threatening its digital security. Data theft nowadays could have potentially disastrous consequences and should be prevented at all costs. Therefore adding another layer of security is not only something to consider, it is a vital part of securing your vessel. SWAN provides a number of products and services to further improve on your vessel's security.