



# Beating the Capacity Crunch

## Case Study: MY Mary Jean II

The relationship between **e3 Systems** and Mary Jean II started, as it does with most of our other clients, with a recommendation. From a humble enquiry, it has grown to the stage where **e3 Systems** now manage the data communications infrastructure on board with full remote support.

### The Brief

The Mary Jean II requirement was very simple. They needed a quality internet experience to enable 12 guests and 14 crew to use email, browse the internet, update social networking sites, up and download YouTube video, make Skype calls – **in short, to stay connected to their wireless world.**

In the initial phases of our communication with the vessel, it was important to keep the desired end result in mind. The users of the vessel, the owner and guests, are not particularly interested in the technology. They simply expect to have access to all the applications on board that they usually have access to at home.

**e3 Systems** was able to deliver that performance.



## The Capacity Crunch

After commissioning of the VSAT satellite broadband system, we received some very polite but anguished phone calls from Captain Scott. The internet was too slow. This is not an uncommon complaint, as many vessels will buy the lowest priced service at first and need to upgrade later. But in this case it was followed by 'much slower than my last boat!' which is a killer. We needed to do something and quickly attended the vessel to perform an **e3 Systems** Communications eAUDIT.

It was shown that the VSAT performance was well above the parameters in the service contract, but the internet at the user end was still slow. At this stage, money would need to be spent, because the network was inefficient and the bandwidth would have to be increased to get acceptable internet speed. And this was before a guest had set foot on board!

## Crisis Meeting

The fundamental issue was that the network on board had been designed three years ago in a world before the iPhone and iPad. In addition, no provision had been made to keep the system management for AV systems and vessel management systems separate from the personal traffic. It was not able to cope with either the quantity of data, or the type of applications using it and had no system for prioritising access. The opportunity to discuss the issue came up at the Monaco Yacht Show 2010.

A sit down was arranged between Captain Scott Lindstrom, YPI Yacht Broker, William Bishop, Yacht Management Director, Franc Jansen, and **e3 Systems** Sales Director, Erik Nieuwmeijer. Based on the report from the earlier **e3** eAUDIT, the wireless network was redesigned incorporating the **e3** Data Service Controller (eDSC) and installation was programmed in for a very tight yard period before the start of the Caribbean season.

## Mission Accomplished

The **e3** IT specialists got their first look at the vessel's network when they arrived in La Ciotat. Working closely with the vessel management and talking to the users on board a final network plan was put together. The end result was a fully functioning high capacity wireless network with traffic prioritised for owner, guests and crew. Bottlenecks had been removed, access security controlled. Captain Scott Lindstrom observed

“ I don't need to know all the technical stuff; I just need be confident that my owner, guests and crew will have quality internet. **e3 Systems** delivered that to me. ”

## Lessons Learned

The yard specification for on board computer networks must take into account the requirement of the vessel in terms of number of users, applications used and seasonal traffic load. Testing must be done in conditions that correspond to use in the field. Problems shown up at this point can then be corrected before the vessel is cruising. YPI Yacht Management Division Director, Franc Jansen, commented

“ Efficient bandwidth management on a Super Yacht is essential. **e3 Systems** resolved the issues on this vessel and the lessons learned must be applied to the rest of our fleet ”

**This initiative and cooperation between Captain, Management, Yard and Electronics Specialist proved to be a great formula, ensuring that the complex task of delivering fast internet to demanding Super Yacht users ended up looking like a piece of cake. It wasn't - and that is the e3 difference!**



### HEAD OFFICE

Palma de Mallorca, Spain

Paseo Calvia 2, No 4, Piso I, Local A, 07181 Portals Nous, Mallorca, Spain

T +34 971 404 208

[www.e3s.com](http://www.e3s.com)

F +34 971 404 431

E [info@e3s.com](mailto:info@e3s.com)

PORTALS NOUS • PALMA • BARCELONA • ANTIGUA • MALTA