

Radio Holland USA uses Uplogix to reduce support costs for satellite communications and improve the customer's experience.



## CUSTOMER PROFILE

Radio Holland is a specialized company in the supply, installation, integration and service of maritime electronics and is also known as satellite airtime provider. The company employs more than 1000 people worldwide in 60 own branches, strategically located along all major shipping routes.

Radio Holland represents a wide range of internationally renowned manufacturers and continuously focuses on electronic & functional innovations in Communication, Navigation and Automation equipment. Radio Holland is known for its 24-hour service on the spot. Many shipowners around the world use the services of Radio Holland to maintain and repair the equipment on board. Radio Holland has a worldwide ISO:9001 certification, granted by Lloyds, emphasizing RH's focus on delivering quality at all times.

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

## Uplogix Benefits for Radio Holland:

- ▶ With a corporate emphasis on quality service, Radio Holland uses Uplogix to monitor shipboard communications and networking gear. In the event of trouble, Uplogix can automatically resolve many problems - often before they are noticed by ship or shore personnel.
- ▶ The primary access to Uplogix Local Managers (LMs) is in-band over the core satellite connection, but if there is a problem with that link, out-of-band connectivity through a variety of options ensures that Radio Holland always has access to remote gear.

## Radio Holland and Uplogix: Anytime, anywhere

Global coverage with expert knowledge and unparalleled service

For nearly 100 years, Radio Holland has brought the latest communications technology to sea to improve maritime business, shipboard life and safety. Today, Radio Holland has customers ranging from operators of large oceangoing ships, inland ships and luxury cruise liners to fishing vessels, government and research vessels, yacht owners and shipbuilders.

Radio Holland offers the very latest in maritime electronics. Inspired by satcom technology, regulations and safety standards, or to help their customers operate vessels more effectively.



# Uplogix supports Radio Holland's commitment to global service

## Increasing Uptime and Decreasing Support Visits

Uplogix offers Radio Holland an effective approach to reducing the cost and complexity of supporting satellite network environments. Uplogix Local Manager (LM) devices enable operators to remotely monitor and control both satellite and terrestrial-based network equipment. The LMs co-locate and connect serially with network and satellite communications equipment to provide non-stop local management and control.

Uplogix LMs automate numerous network support, maintenance, configuration and recovery procedures—reducing the time, cost and error associated with manual support. Radio Holland administrators can manage all Uplogix LMs via the Uplogix Control Center—a centralized, web-based portal that presents a full inventory of both Uplogix devices and the infrastructure equipment connected to them.

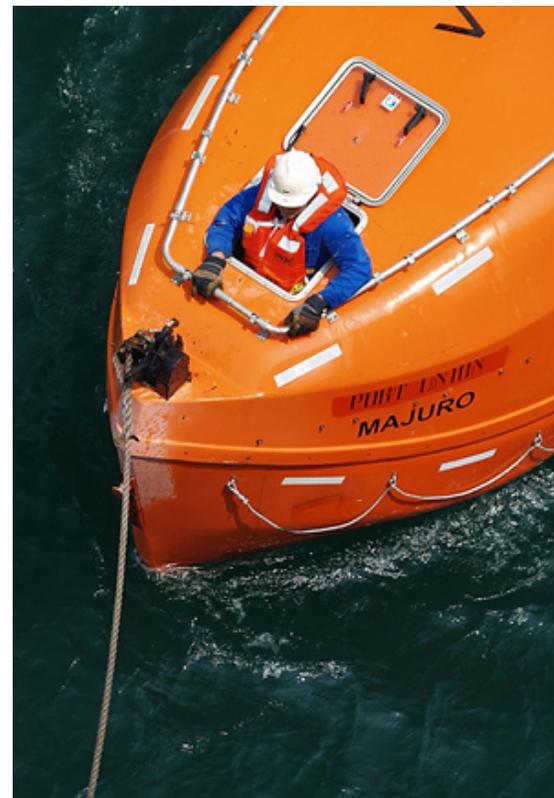
The Uplogix platform's automated capabilities include:

- ▶ Detecting and diagnosing equipment and communications failures
- ▶ Executing pre-defined, best-practice recovery procedures
- ▶ Provisioning and re-provisioning services
- ▶ Configuring devices via remote administration
- ▶ Measuring and managing remote network service levels from an end-user's perspective

## Deploying Remote Network Infrastructure with Confidence

Uplogix' patented solution is designed to address key requirements to support Radio Holland's remote network infrastructure:

- ▶ **Secure and persistent access to remote devices** | When the network is up and running, admins access devices through Uplogix LMs over the network. If that connection is broken or not yet established, the appliances "dial-out," providing a two-way, secure management link independent of the primary network.
- ▶ **Automated device control and recovery** | Uplogix LMs monitor devices 24x7 over the console port and take recovery steps when issues are detected.



**ABOUT UPLOGIX** // Uplogix provides the industry's first local management solution. Our co-located management platform automates routine administration, maintenance and recovery tasks—securely and regardless of network availability. In comparison, traditional network and systems management depends on the network, uses multiple tools, and remains labor intensive. Uplogix puts the power of your most trusted IT administrator everywhere, all the time.

Uplogix is privately held and headquartered in Austin, Texas with international offices in London and Monterrey. For more information, please visit [www.uplogix.com](http://www.uplogix.com).

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