Marlink Ltd

MARLINK
ABOVE AND BEYOND

GFI Software™

About the Partner

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Marlink smartly integrates hybrid, future-ready network solutions so customers can benefit from the best available connectivity and accelerate digitalization to empower remote operations.

The company intelligently integrates network and digital solutions with active management to ensure the fastest speeds, as well as providing the best low-latency user experience with reliable application access and data flow for real-time operations and robust cyber security.

Challenges

Marlink Ltd has chosen GFI KerioControl as their default offering for onboard firewall solutions to address the ever-growing need for application and bandwidth management aboard luxury yachts.

When asked about their experience with GFI, Marlink's engineering team shared what it was like working through KerioControl Luxury Yacht deployments for customers.

> *"Where KerioControl excels, is in its ability to simplify off-vessel communications management. It allows experienced network engineers to remotely create complex sets of rules, whilst providing a simple and user-friendly interface that gives onboard personnel, who are often less experienced with firewalls, the confidence to manage basic tasks, such as enabling pre-configured rules and monitoring".*

The Marlink team explained to us how they had previously used custom, in-house developed solutions as well as unified threat management products from other large established brands - however, none were as intuitive and easy to use as GFI KerioControl.

> *"Our own solutions simplified the process almost too much, with less granularity. Whereas other providers of unified threat management solutions were overly complicated, resulting in escalation to us for often simple changes".*

Solution

Marlink's need to support ever-evolving industries with constantly changing requirements helped them recognize the need for a solution that provided critical data to those on board through an intuitive and simple platform.

GFI KerioControl helped Marlink address these challenges by managing communications and providing the support they needed quickly and efficiently.

> *"As a company that manages communications for a large number of vessels, GFI KerioControl has helped reduce the number of support tickets we receive for simpler problems and queries. Onboard personnel don't call us as much to find out who is utilizing too much bandwidth and how to restrict that user. They use GFI KerioControl to ensure they can still meet the vessel's operational IT requirements."*

Marlink engineers were happy to report that they use GFI's KerioControl's MyKerio portal when assisting clients. The portal allows them to administer and monitor the connection status of all vessels from a single cloud-based site.

> *"Suppose a guest onboard encounters a problem with streaming or accessing a particular service, with MyKerio portal, our team can quickly log in, identify the issue and provide a solution."*

The Marlink team went on to explain how KerioControl simplifies connection management.

> *"The management of multiple different WAN connections is simple and intuitive. A vessel can have many different methods of communication, all with very different bandwidths and latencies available. GFI KerioControl can quickly switch between load balancing, failover, or single WAN connections. It can manage who can access which connection and when."*

Benefits

GFI KerioControl helps Marlink provide its customers with the ability to manage bandwidth and limit access to specific websites based on rules.

> *"Once we define rules in GFI KerioControl, it is easy for onboard personnel to enable access to sites and services when guests are not onboard and to disable or shape them when they are. This frees up our remote support staff's time so that they can deal with more complex issues."*

By choosing to work with GFI, managing application and bandwidth control has been greatly simplified. With the help of the platform, the Marlink team has been successful in addressing all of its customer's network management concerns.

> *"GFI KerioControl's content filters and bandwidth management work hand-in-hand to filter and shape bandwidth-hungry applications. It blocks access to inappropriate websites, improving the efficiency and integrity of a vessel's varied communication infrastructure."*