

**NSSLGlobal**
ON LAND ■ ONBOARD ■ ONLINE

CASE STUDY NSSLGLOBAL

Multi-vendor offshore troubleshooting

CUSTOMER
NSSLGLOBAL**SECTOR**
Communications**COUNTRIES**
United Kingdom**DATE**
2026 - Today

CHALLENGE

Their vessels can use the smart glasses to fix issues at sea not only with their Internet system but also with other machines from different providers, helping justify the investment more effectively. By leveraging NSSLGlobal's reliable satellite connectivity to power these augmented reality tools, onshore specialists can see exactly what the crew sees in real time.

BACKGROUND

NSSLGlobal, an independent company headquartered in the UK, is a global satellite communications and IT solutions provider. The company's product line includes a range of services from project engineering to network integration, primarily targeting the maritime, government, and enterprise markets. NSSLGlobal's market position is defined by its focus on resilient connectivity and a specific consumer base operating in remote or challenging environments. Snap.TV, initially an independent Norwegian entertainment provider, was acquired by NSSLGlobal in 2016. It is positioned as a specialized brand that focuses on crew welfare and digital media delivery. Snap.TV's solutions, including both video distribution platforms and interactive television services, contribute to a distinct market segment and aim to expand the group's presence in the maritime wellbeing and onboard entertainment sectors

They can solve the following pain points:



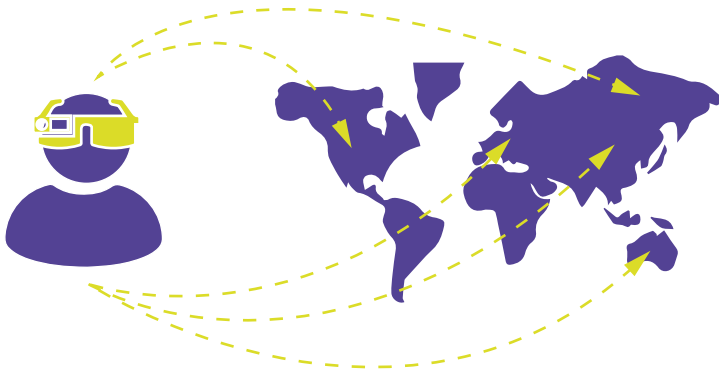
Difficulty to resolve multi-vendor equipment failures on vessels at sea.



Inability to visually diagnose and guide complex repairs from onshore.

THE SOLUTION

To address these challenges, the company implemented an advanced wearable technological solution: augmented reality smart glasses. This tool has completely transformed the remote technical support process. Using these glasses via NSSLGlobal's reliable satellite connectivity, onshore specialists can see exactly what the vessel's crew sees in real time, allowing them to visually diagnose problems and guide complex repairs hands-free. The multi-vendor application of this tool also allows crews to fix third-party machinery at sea. This drastically reduces the need to fly out specialized technicians, which has significantly minimized costly vessel downtime and justified the investment more effectively.



WHY WIDEUM?

Wideum is a global leader in remote service technology and innovation in applications for smartphones, tablets and smart glasses.

Our proprietary software allows users to execute difficult tasks and also provides for operation maintenance with remote assistance thanks to information sharing between field service operators and support departments.

Solutions like:



include real-time data and knowledge sharing that enable increased productivity thanks to the significant reduction in costs and machinery downtime.



BENEFITS

We help your company with the best remote assistance products and solutions that empower your technicians. In addition, they add value to your customer service and thus, you can monetize your post-sales service.

We know that having the best performance and execution is important for you, which is exactly why we want to help you with:

