

# Product User Application: Protecting NGO Staff with Tracking and Communications



THE CRITICAL COMMUNICATIONS COMPANY

## *Preserving The Safety of Those Who Save Lives*

### THE CHALLENGE

Humanitarian relief organizations seldom do their most important work in safe places. They send staff into the midst of conflict zones, famines and epidemics, where humanity and nature conspire to bring untold suffering. Protecting their people is second only to the mission of saving lives, preserving order where it exists and striving to create it where it has collapsed.

### THE SOLUTION

A global NGO deploys thousands of trucks every year to deliver humanitarian relief. Its cargo makes their personnel targets, and drivers lose their lives every month trying to get it to people in need. The NGO has long relied on communications as one tool for protecting drivers and crew. The usual equipment is a satphone and a VHF radio, but the NGO believed its people needed more. It launched a three-year process to find a service provider able to meet nearly 100 new requirements. In the end, the NGO selected Speedcast.

The Speedcast solution is upgrading existing technology aboard more than 3,500 trucks, which saves money on implementation, and combining it with advanced software and cloud services to give that technology new capabilities. The custom design equips each truck with dual-mode satellite and cellular terminals that transmit GPS and key telematics data. Terminal software defaults to the cellular connection when service is available and switches to Inmarsat Data Pro satellite service when it is not. Existing cabling can be repurposed for the new equipment to save money and time.

Data from the trucks is encrypted end to end for transmission to Speedcast, as it enters the Speedcast IoT Center and is automatically parsed for use in the GSatTrack telematics and tracking online application. Given the sensitivity of the information, Speedcast

*SPEEDCAST UPGRADED THE  
TECHNOLOGY FOR AN NGO'S 3500+  
TRUCKS AND ENABLED HIGHLY  
SECURE DATA TRANSMISSION.*

*Speak to a Speedcast sales representative  
for more details.*

worked with the NGO to establish a secure local implementation of GSatTrack and highly secure communications between it and the IoT Center.

### ADVANCED CAPABILITIES SAVE LIVES

This combination of onboard hardware and software services has given a major boost to the capabilities available to drivers in the field and managers at headquarters and in country.

GSatTrack shows vehicle location, speed and heading, with geofencing features that trigger alarms if trucks depart from their assigned routes — for example, if they are commandeered by combatants. Communication is not, however, just one way. The platform takes advantage of the Garmin terminal's ability to send and receive preset or custom messages to add a third form of communications to the driver's tool kit. A panic button allows the driver to alert headquarters without the knowledge of anyone else in the cab. Even in the most remote and war-torn zones, drivers and crew are never alone. Detailed knowledge of their location and situation can make the difference between life and severe injury or death.

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## DELIVERING END-TO-END INTEGRATION

Speedcast acts as lead integrator and primary service provider for the program, which involves global telecom operators, satellite terminal companies, global SIM software and L-band satellite communications providers. We were selected because of our understanding of the technologies and our ability to design and integrate a solution meeting the NGO's needs, implement the software back end and manage the program and its partners effectively. It is an assignment that everyone on the Speedcast team is proud to call their own.

## ABOUT SPEEDCAST

Speedcast is the world's most trusted communications and IT services provider, delivering critical communications solutions to the Maritime, Energy, Mining, Media, Telecom, Cruise, NGO, Government and Enterprise sectors. With more satellite capacity than any other provider, Speedcast enables faster, seamless pole-to-pole coverage from a global hybrid satellite, fiber, cellular, microwave, MPLS and IP transport network with direct access to public cloud platforms. The company also integrates differentiated technology offerings that provide smarter ways to communicate and distribute content, manage network and remote operations, protect and secure investments, and improve the crew and guest experience. With a passionate customer focus and a strong safety culture, Speedcast serves more than 3,200 customers in over 140 countries.

Learn more at [www.speedcast.com](http://www.speedcast.com).

## Speedcast Solutions for NGOs



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