



Singtel AIO SmartMail uses advanced threat defense technology to combat today's ransomware and targeted malware

With the proliferation of Connected Smart Ships, one of the key Maritime business requirement is a mail system installed on their ships to cater to the operation needs as well as foster crew welfare. A secure, stable and robust email system is required to meet the volatility of the Maritime industry.

Having more connected ships increases their vulnerability to cyber threats that are embedded in emails. With more sophisticated and targeted malware, conventional anti-malware protection as

first line of defense is no longer sufficient. AIO SmartMail acts as an additional tool that can quickly and accurately detect, block and respond to evasive threats that other solutions miss, by using powerful cloud-based technology.

As an email solution designed for on board use, AIO SmartMail addresses the concern with bandwidth utilisation which might lead to high operating cost, while with a proprietary compression technique batch mode, mail exchanges can be built to render the mail client stable and robust.

Singtel AIO SmartMail

Singtel AIO SmartMail is an Electronic Mail Service designed for maritime users using IP Data connection from the fixed and mobile satellite services. Developed with maritime business and crew needs in mind, AIO SmartMail provides secured email communication for the maritime industry.

Emails and file attachments are inspected for executable content such as:

- Windows executable (including .exe, .com, and .dll)
- Word documents (including .doc, .docx, .docm and .rtf)
- PDF documents
- Archives containing any file types listed above (ZIP, BZIP, GZIP, RAR, TAR, LHA/LZH, 7Z, Microsoft Cabinet)

AIO SmartMail is able to provide in-depth malicious file reports for each threat incident. All these could be accessed through an online dashboard. It is designed to allow exchange of emails by a single command center situated in the remote client and solely operated by the Captain from the Communication Server. The Captain uses business domain (Singtel4Ship) and is segregated from crew emails that use a different domain (Singtel4Crew). This method provides security, enhances communication and intentional connection when required with the shore server. This saves satellite link cost as opposed to an Auto-Connect mechanism.

AIO SmartMail operates in a store and forward mechanism which the mail server will save the inbound mails from the terrestrial shore and disseminate them when the ship or remote client comes online.

With the Store & Forward email feature, the vessel does not need to be online to receive emails and this helps to save on airtime. Vessel does not need to be online to receive emails which helps to save airtime with the store and forward email model.

Emails are managed in a secured, fast and efficient environment:

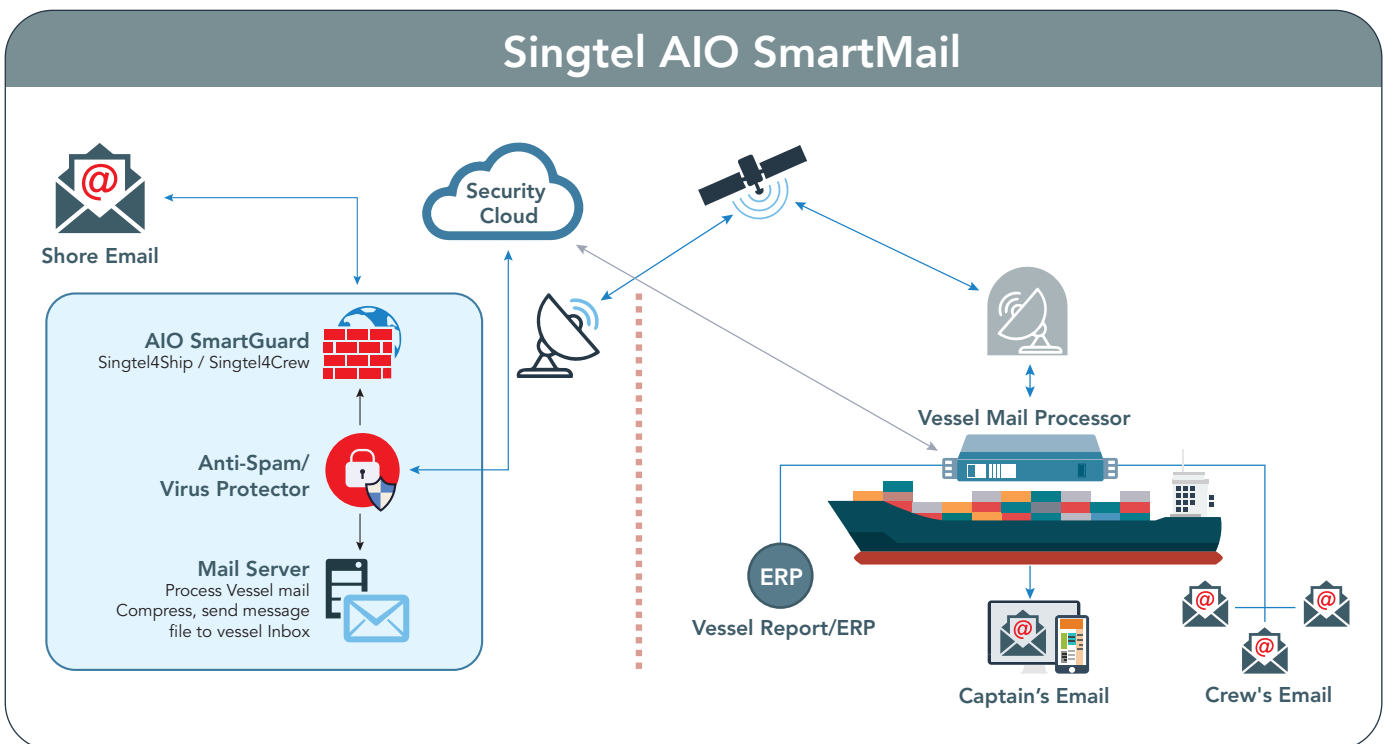
- Incoming mails to vessel are received and stored in shore email server
- AIO SmartMail client download inbound emails via satellite data communications equipment
- Outbound emails are uploaded by vessel to shore server which relays to shore/recipient

Singtel single-minded focus

- Singtel proprietary service with high reliability, availability and efficient customer support
- Servers are located at Singtel's data center and connected via high speed network, monitored by dedicated system with 24/7 SMS alerts to support team
- Dedicated 24X7 onsite Singtel support team

Features

- Based on Java technology and latest version of OS and database servers
- Emails are scanned for advanced malware using highly effective technologies such as real-time JavaScript emulation and behavioral analysis.
- Phishing and Ransomware email files are detected and quarantined to protect client's network
- Connectivity through specialized load balancers and network devices and routers
- Servers monitored by dedicated system with SMS & email alerts
- Vessel email can send/receive email of size up to 20MB
- Email messages are transferred with high compression quality to reduce data consumption
- Vessel exchange (in/out) can be scheduled for a specified timing in AIO SmartMail client
- Accurate and fast download with exchange size limited to batches of 2MB



Benefits

What this means to you and your business?



Double protection against Cyber Threats

While conventional anti-malware protection is still important as a first line of defense, AIO SmartMail provides an added layer of advanced protection from targeted attacks to keep ransomware, phishing emails and unknown data-stealing malware off your network.



Achieve Operational Efficiency

With the Store and Forward feature, scheduled sending of emails during low traffic can be enabled to manage bandwidth usage for better operational efficiency.



Enjoy Cost Savings

Emails are managed in compressed file sizes which use less bandwidth enabling business to save cost due by bandwidth optimisation.



Improve crew welfare

Crew can have a dedicated and personal maritime email domain to communicate with family and friends anytime.



Strengthen IT security

Be assured that your mails are secured as they are protected by dedicated Anti-Virus, Anti-SPAM and Anti-Malware system.



Experience better communications

A stable & robust system with less breakdown & outages ensures higher communication efficiencies and smooth communication to stay connected anytime anywhere.

About Singtel

Singtel is Asia's leading communications group providing a portfolio of services including voice and data solutions over fixed, wireless and Internet platforms as well as infocomm technology and pay TV. The Group has presence in Asia, Australia and Africa with over 550 million mobile customers in 25 countries, including India, Indonesia, the Philippines and Thailand. It also has a vast network of offices throughout Asia Pacific, Europe and the United States.

About Singtel Satellite

Singtel Satellite is Asia's leading provider of one stop satellite communications and ICT solutions, driving innovations to meet voice and digital challenges in Fixed and Mobile Satellite segments on both land and at sea.

With a strategic focus on Maritime communications, Singtel Satellite engages the key needs of Maritime customers with broadband satellite communications and ICT applications in Crew Welfare, Operational Efficiency, and Monitoring and Control, bridging mission critical communication gaps between ship and shore.

From satellite to fibre to IP, Singtel Satellite offers global coverage and versatility across platforms. Backed by 3 teleports pointing to more than 30 satellites and supported by our award winning IP VPN infrastructure and an extensive terrestrial network of more than 200 Points of Presence (PoPs) in 160 global cities – Singtel Satellite ensures quality customer experience in communications and connectivity.

Committed to delivering service excellence and with more than 35 years of collective experience, Singtel Satellite empowers global customers with complete solutions to organically drive productivity, efficiency, and experience.

Singtel AIO ICT Solutions

- AIO SmartBox
- AIO SmartGuard
- AIO SmartVoice (including AIO Mobile App and AIO IP Phone)
- AIO SmartData

Awards

Asia Communication Awards

Satellite Operator of the Year 2016, 2015

VSAT Industry Awards

VSAT Service Provider of the Year 2016, 2014

The Technical Innovation Award

Seatrade Asia Awards 2012, 2010, 2008

Global Top 20 World Teleport Association

Top Teleport Operators of 2016, 2014, 2013, 2012, 2010, 2009



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