

CHANGING LIVES THROUGH TECHNOLOGY AND COMPASSION

Industry

Cruise

Location

Global

We're empowering Mercy Ships to deliver life-saving healthcare and training via reliable connectivity.



Each year, between 5.7 and 8.4 million people die due to lack of quality care in low-and middle-income countries, according to the [National Academics report](#).

5,800

surgical patients treated

3,400

healthcare professionals trained

641

crew members connected to their families



Mercy Ships, a non-governmental organisation (NGO) dedicated to delivering essential healthcare in under-served regions around the globe, is working to change this. They're expanding their work with partner African nations to provide essential healthcare and medical training on floating hospitals. To do this effectively, they need reliable internet connectivity—both at sea and in port.

Ahead of the maiden voyage of the Global Mercy, the world's largest NGO hospital ship, Mercy Ships partnered with SES to ensure consistent connectivity on the Global Mercy's voyages along the coast of Western Africa. Having serviced the Africa Mercy ship since 2021, SES was eager to support this new vessel. Gregory Martin, VP of Product Management, Maritime at SES, states, "Mercy Ships serves as a lifeline to economically disadvantaged regions, where the majority of patients earn less than USD \$2 per day."



SES provided our Cruise solution for backup, internet access, and hospital network support, emphasising our shared commitment to using technology for the greater good. Simon Maher, VP of Sales, Cruise and Maritime,

said, "Nothing pleases us more at SES than seeing how the connectivity we provided can positively impact people's lives. We are proud to be working with Mercy Ships here as it leverages advanced satellite technology to fulfill its mission of delivering healthcare services to communities in developing countries. The combination of world-class connectivity and world-class healthcare is making a lasting impact on the health and wellbeing of people across some of the poorest countries in the world, and we look forward to many more years of transformational partnership."

The Global Mercy faced a significant challenge: providing continuous connectivity in remote and infrastructure-limited operational environments. Recognising these challenges, we developed a tailored solution to meet Mercy Ships' humanitarian mission requirements as the sole connectivity provider. SES harnesses Ku-band high-throughput widebeam satellites and C-band widebeam satellites to provide seamless global connectivity, backed by robust service level agreements. Our GEO satellite capabilities guarantee a stable connection, both in port and during sea

This partnership further empowers Mercy Ships to expand its services, equipping local communities with sustainable healthcare access and enabling live HD video training sessions from the ship's operating room.

transitions. This secure connectivity solution not only serves the ship's telemedicine requirements during extended port stays, but also enhances quality of life for the more than 640 crew members, volunteers, and medical staff on board.

With SES's high-performance connectivity solution, the Global Mercy now offers remote viewing for diagnostic equipment, enabling specialist pathologists to diagnose complex and life-threatening diseases from afar. This partnership further empowers Mercy Ships to expand its services, equipping local communities with sustainable healthcare access and enabling live HD video training sessions from the ship's operating room.

SES not only provided the connectivity solution, but also advised on equipment selection and antennas, secure and reliable connectivity, and collaboration with trusted vendors. We also facilitated monthly bandwidth allocation to enhance data capacity, increasing connectivity tenfold. Dave Shwadlenak, VP of Information Services at Mercy Ships, highlights the impact: "Thanks to

SES, we have been able to expand the life-transforming surgeries and medical care that we can provide, making a difference in hundreds of people's lives every week." Despite the challenging times brought about by the pandemic, SES and Mercy Ships worked hand in hand, demonstrating our shared commitment to social responsibility and purpose. Our collaboration reflects our dedication to transforming lives, and showcases the remarkable synergy achieved when shared values and unwavering dedication come together to make a lasting impact on the world.

Mercy Ships has an ambitious schedule, with field services in Senegal and The Gambia between February and June of 2023, Sierra Leone in August, and plans for Ghana, Madagascar, Guinea, and more. In 2022, the Africa Mercy provided surgical care for 2,400 individuals, trained 1,400 medical professionals, and served 8,000 dental patients. With the addition of the Global Mercy, the new ship, Mercy Ships aims to deliver surgical care to 5,800 individuals, train 3,400 professionals, and provide dental care to 18,000 patients annually.



"SES's involvement with Mercy Ships reflects our commitment to using technology to address critical global challenges. This organisation's work is truly life-changing, offering hope and healing to those in need across the world."



www.mercyships.org

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www.ses.com

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Published in February 2024.
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