

Meeting demand for shipboard connectivity

IEC Telecom Group believes technology can play a meaningful role in improving offshore and maritime sector working conditions

IEC Telecom Group, an international satellite service provider with over 30 years of experience and more than two decades of local presence in the UAE, has built a strong reputation in the offshore sector, supporting the digital transformation of marine operations and crew welfare.

The company has recently been recognised by one of the leading oil and gas industry awards in the UAE for its commitment to improving working conditions in the offshore energy sector through advanced connectivity solutions, successfully deployed across dozens of offshore projects in 2025. The recognition highlights IEC Telecom's Welfare System, a purpose-built solution that supports crew wellbeing through reliable, structured and accessible communication at sea, while enabling operators to manage connectivity in a sustainable and controlled manner.

Delivering welfare services

As expectations around corporate social responsibility continue to evolve, access to reliable communication is increasingly seen as a fundamental component of crew wellbeing. While the role of connectivity in enabling effective CSR is undeniable, the central issue for the industry lies in delivering welfare services in a sustainable and scalable manner for both operators and end-users.

To address this industry imperative, IEC Welfare integrates multiple satellite networks into a comprehensive solution, delivering resilient, high-performance connectivity for offshore personnel. Designed for multi-user environments such as accommodation barges, offshore platforms and offshore support vessels (OSVs), IEC Telecom says the system enables equitable access to connectivity while ensuring efficient resource allocation through intelligent network management geared towards cost-efficient traffic routing. This model allows

companies to deploy large-scale welfare programmes while maintaining full visibility and control over bandwidth consumption and associated costs, positioning IEC Welfare as a critical enabler of CSR initiatives.

Alaa Alsadi, Commercial Vice President for the Energy Sector, IEC Telecom UAE, commented: "The energy sector starts with its people. Ensuring that offshore personnel stay connected with their families and the world around them is no longer a luxury; it is a responsibility. With IEC Welfare, we provide a practical way for operators to give back to their workforce, while maintaining a sustainable and efficient framework for managing connectivity."

Over the past 12 months, IEC Telecom has deployed the solution across multiple offshore sites and vessels worldwide, supporting over 5,000 rotating users each month. Beyond operational efficiency, IEC Telecom claims the system has contributed to a measurable improvement in crew experience, reducing

troubleshooting time by up to 40–50% and decreasing user complaints by 85%, while enabling operators to achieve up to 39% cost savings through optimised connectivity management.

Following the successful rollout of the IEC Welfare system in 2025, IEC Telecom has further expanded its welfare portfolio with the introduction of the IEC Voucher Management System, a solution designed for multi-orbit (LEO/GEO) networks in the shipping sector. Inaugurated in April 2026, during the Singapore Maritime Week, the system is now commercially available to IEC Telecom's customers in the GCC.

Two-layer welfare mode

The platform enables a two-layer welfare model, combining a centralised system for managing corporate allowances with a user-facing captive portal for on-demand data bundles. The IEC Voucher System is intended to ensure connectivity remains both controlled and adaptable, aligning operational requirements with individual usage patterns.

"Over the past two years, we have seen a significant increase in demand for crew connectivity solutions, particularly across the offshore and shipping sectors," says Alsadi. "Connectivity has evolved into a core operational requirement, as younger seafarers enter the workforce and regard digital access as a fundamental condition of employment. We are here to support our customers through this transition." ✨



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