

# Newsletter Q3 2025

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## Introducing Support Tickets into the Cosmo Portal

At Navarino, we are committed to continuously enhancing the experience of our customers by providing advanced digital tools that simplify operations and support. In line with this commitment, we are pleased to announce the launch of a brand-new **Support feature within the Cosmo customer portal**.

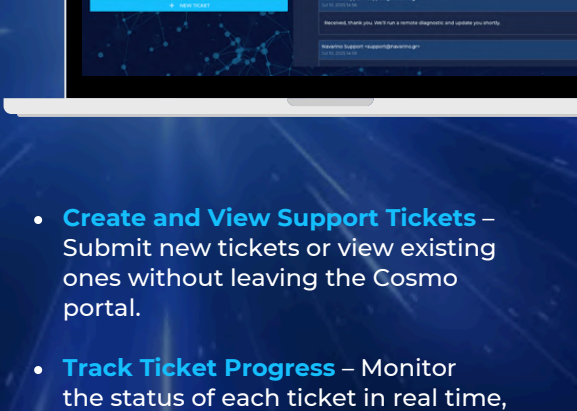
Cosmo is Navarino's customer dashboard that provides streamlined management of Navarino services, including the connectivity status of fleets, vessel tracking, invoicing and more. Now we are pleased to inform users that we have added support tickets to the Cosmo portal.

### Key Capabilities of the New Tickets Section

The Support feature introduces a range of tools that make managing support requests more streamlined and transparent:

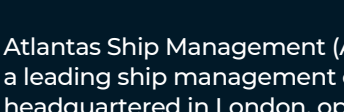
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## Cosmo



- **Create and View Support Tickets** – Submit new tickets or view existing ones without leaving the Cosmo portal.
- **Track Ticket Progress** – Monitor the status of each ticket in real time, whether open, resolved, or closed.
- **Sort and Organize** – Quickly find the information you need by sorting tickets by status, last update, or creation date.

## Atlantis Group begins rollout of Vikand's Telemedicine Digital Plus Package from Navarino



Atlantis Ship Management (ASM), a leading ship management company headquartered in London, operate a fleet of 40+ vessels and expect this to grow to more than 60 in 2026. The Atlantis Group have offices in London, Athens and Mumbai and provide a comprehensive range of expert technical ship management and crewing services.

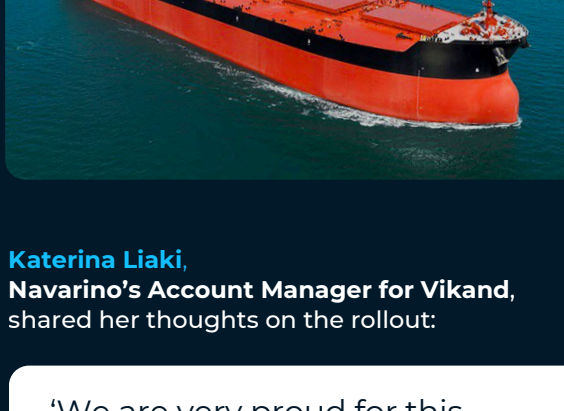
Taking care of its seafarers is an absolute priority for the Atlantis Group, who have recently partnered with Navarino to deploy Vikand's Telemedicine Digital Plus service.

Each vessel under ASM's management will be equipped with the necessary hardware and software to enable the new telemedicine services. The rollout will also involve training onboard personnel to effectively utilize the system, ensuring smooth operation and optimal use.

The cutting-edge and high-end package enhances onboard medical care by providing 24/7 access to a global network of healthcare professionals, ensuring that seafarers receive immediate and professional medical advice, diagnoses, and treatment recommendations directly on board.

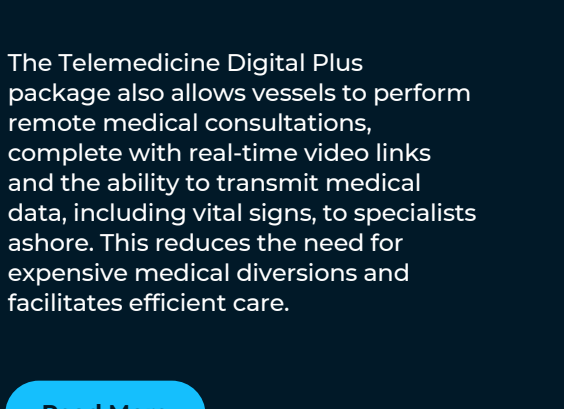
**Mr Bhuvnesh Dogra**, Chief Executive Officer of the Atlantis Group, expressed his enthusiasm about the collaboration:

'The health and wellbeing of our crew will always come first. By introducing Vikand's Telemedicine Digital Plus, we can ensure that our seafarers receive high-quality medical care, no matter where they are in the world. This partnership reflects our long-standing commitment to maintaining a safe and healthy environment for our people, wherever in the world they may be.'



**Katerina Liaki**, Navarino's Account Manager for Vikand, shared her thoughts on the rollout:

'We are very proud for this cooperation. Vikand's medical services are a game-changer for maritime healthcare, and we're confident that this solution will greatly enhance the well-being of seafarers on our customer's vessels. At Navarino, we are committed to providing the best technological solutions for our customers, and this partnership is a testament to that commitment.'



The Telemedicine Digital Plus package also allows vessels to perform remote medical consultations, complete with real-time video links and the ability to transmit medical data, including vital signs, to specialists ashore. This reduces the need for expensive medical diversions and facilitates efficient care.

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## New versions of Infinity and Angel launching soon

Infinity continues to be one of the foundations of Navarino's digital ecosystem and continues to lead the maritime connectivity market, with more than 10,000 installations worldwide. By the end of the year, new versions of Infinity Plus and Infinity Cube will be introduced, incorporating enhanced hardware options and delivering a significantly upgraded virtualization environment.

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## Cosmo

ONE PORTAL. FULL ACCESS. COMPLETE CONTROL.

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## navarino

### iridium CERTUS

### Iridium Certus Companion Plans Upgraded with Triple the Data

As the demand for data at sea continues to rise, Iridium has announced a major enhancement to its Certus Companion plans, delivering significantly greater value and capacity for all maritime users.

Effective **September 1, 2025**, Iridium has upgraded its monthly data allowances:

- **300MB plans** are now boosted to **1GB per month**
- **1GB plans** are now boosted to **3GB per month**

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### GSM CONNECT

### Smarter Nearshore Connectivity with Navarino's GSM Connect

As the demand for high-speed, reliable connectivity continues to grow, Navarino's GSM Connect offers a smarter, more cost-effective way for vessels to stay connected while operating nearshore, in ports, or along inland waterways.

By adding an extra layer of high-bandwidth mobile data, GSM Connect enhances both business communications and crew welfare, ensuring that your vessels remain seamlessly connected without incurring unexpected costs.

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## Navarino offers the widest range of backup connectivity options for ship operators

As Starlink continues to transform maritime communications with unprecedented bandwidth and low latency, many shipping companies are recognizing the importance of a resilient, multi-layered connectivity strategy. While Starlink serves as a powerful primary solution, having a reliable backup ensures business continuity, crew welfare, and operational safety in every circumstance.

Navarino provides a comprehensive portfolio of trusted satellite services designed to complement Starlink, wherever vessels operate. Our backup/connectivity options include Inmarsat GX Wave, Iridium Certus, Inmarsat FleetBroadband, and Ku-Band VSAT, each with unique advantages tailored to maritime needs.

### inmarsat

GX Wave  
FleetBroadband

### iridium

Certus L-band

### ses

Ku-band

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## INFINITY

THE BENCHMARK MARITIME IT PLATFORM

**NEW** version 3.3

## navarino

ELEMENTS

## Navarino Elements joins Danelec's Global Service & Distribution Network

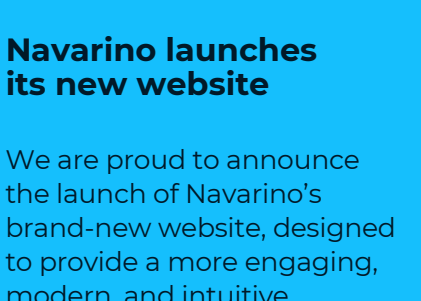
We are delighted to share an important new milestone for Navarino Elements, namely that the team has officially signed a Service Partner Agreement with Danelec, one of the world's leading suppliers of Voyage Data Recorders (VDRs).

By joining the Danelec Global Service & Distribution Network, Navarino Elements strengthens its portfolio of services and further enhances its ability to support the maritime industry.

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## navarino

ELEMENTS



### Navarino launches its new website

We are proud to announce the launch of Navarino's brand-new website, designed to provide a more engaging, modern, and intuitive experience for our visitors. With a sleek new design, dynamic animations, and a fresh, contemporary look, the website reflects our identity as an innovative technology leader in the maritime sector.

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### Navarino's SY 'Grace' Competes in the 58th Eurobank Andros International Yacht Race

From Thursday, August 28 to Sunday, 31st, the Navarino sailing boat 'Grace' proudly took part in the 58th Eurobank Andros International Yacht Race "John B. Goulandris", one of the most historic and prestigious regattas organized each year on this beautiful island near to Athens.

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