

STEP | NCL NORWEGIAN  
CRUISE LINE®



# SAILING INTO THE FUTURE

STEP POWERS NCL AQUA

## CLIENT



## SOLUTION

**FULL WIRED & WIRELESS,  
IDENTITY MANAGEMENT  
AND CONTROL**



**6,000 PASSENGERS &  
CREW SUPPORTED**



**2,000 NETWORK  
SWITCHES ON BOARD**



**4,000 WIRELESS  
ACCESS POINTS**

## CHALLENGES

Norwegian Cruise Line (NCL) is a leading global cruise company that was finishing the build of their latest Prima Class ship, the Norwegian Aqua™ for 2025 – the most spacious new cruise ship at sea. Designing enterprise-grade connectivity for a massive “floating city” with a population of 6,000 people in high-intensity dwellings + manufacturing, utilities, and a hospital – all in one vessel – created a host of challenges. With so many individual environments and thousands of secured devices connected at any given time, meant that there wasn’t one wireless configuration that would work everywhere – it had to be tailored to each specific environment of the ship – in very tight physical dimensions.

## SOLUTIONS

A Team of STEP Professional Services Engineers traveled to Venice, Italy to begin work on a comprehensive wired and wireless deployment on the Aqua during the final 5 month phase of its build in the shipyard all the way through to its transatlantic crossing to the UK and the USA. The entire Network from wiring the Data Center Infrastructure to the wired/wireless Edge and all of the Identity Control required one of the largest and most complex and robust multi-area s Network Fabrics ever – with 2,000 switches and 4,000 access points – similar in size to a huge campus.





## OUTCOME

STEP served as a true Partner, delivering professional services beyond NCL's in-house capabilities. The result was simplified management, enhanced security, improved performance and increased scalability. STEP was able to successfully streamline operations, reduce complexity, and enable faster response time. All while providing reliable enterprise-grade service in a challenging "at-sea" environment. There are a number of technologies that are now part of Extreme Networks Fabric that only exist because STEP had to invent them to satisfy the unique needs of NCL's Aqua. NCL valued STEP's professional services and expertise so much, STEP will be working on the next NCL Ship under construction. STEP's wireless verification and audit was found to be so highly valuable that NCL is engaging STEP to preform verifications/audits on ALL of their ships.

## WHY STEP?

STEP is an award-winning, nationwide IT services engineering firm know for providing cutting-edge services and complex IT challenges through a blend of experience and expertise. STEP is not just a vendor but a partner - ready to meet your needs promptly and efficiently.