# ((( Air Link )))

# DATA CENTER SERVICES

# 2022 BUSINESS TECHNOLOGY AWARD

## AIR LINK COMMUNICATIONS

The recipient of the Trinidad and Tobago Chamber of Industry and Commerce's (TTCIC) prestigious Business Technology Award 2022 is Air Link Communications Limited. This award is aligned to one of the fastest growing business sectors in Trinidad and Tobago. Due to its boundaryless nature, technology enables local companies to have a presence and be competitive on the world stage.

Technology's revolutionary impact on industries continues to change every day and the award recognises the significant transformational role that it plays for success in business.

The Business Technology award celebrates a technology-based company or an individual that has created or provided innovative technological solutions for new and existing market needs and we at Air Link are thankful and humbled to have received this honour.

# ABOUT US

We are a dynamic Data Center type company based in the southern-part of the island of Trinidad, specifically located at Sahai Trace, St. Croix Road, Princes Town within the republic of Trinidad and Tobago (Google Maps location 10.239877, -61.372889). We offer Digitization Solutions and ICT Services to organizations in need.

Our initial facility was constructed in 2009 covering a modest five-hundred (500) sqft, today we have a campus that covers approximately three hundred thousand (300'000) sqft of land which houses our Data Center (Air Link DC1), our Administration building and our Payment Center for our residential customers, located at Contention Street Princes Town.

In 2015 we established a technical presence at the esteemed 'NAP of the Americas' in Miami, Florida, USA in order to complement our Trinidad operations. In 2019 we expanded our operations for the provisioning of residential telecommunication services in Guyana.

In the early days of our operation, we focused on providing residential telecommunication services (Internet and Cable TV) to remote, under-served communities covered by our footprint which included areas in Trinidad and Tobago such as Princes Town, Barrackpore, Moruga and Santa Flora. Over time, we expanded beyond offering residential telecommunication services only and added the following Digital Solutions to our portfolio:

- Data Center and Collaborative Colocation
- Hosting (Virtual Private Server & Web hosting)
- Managed Video Streaming Services
- Gateway Station Hosting
- Dedicated Internet Access (DIA)
- Managed Cybersecurity (MCS) Service
- E-commerce Platform
- Tv-Station-In-A-Box (TVSB) Service
- Business Continuity Service

## OUR VISION

To be recognized as an industry leader in the field of digital technology, locally, regionally and internationally.

## OUR MISSION

To provide Digital Solutions to digital markets around the globe through the application of high quality, robust & efficient, affordable & tailored solutions that surpasses the expectations of our clients.

## OUR DATA CENTER FACILITY

Air Link DC1 is strategically located, allowing us access to key satellite footprints throughout North and South America.

Our satellite antennas are protected from RF interference and high winds, as the facility is situated in a natural valley. Trinidad and Tobago is geographically south of the hurricane belt which reduces our Data Center's risk from natural disasters such as storms and hurricanes.

In August of 2022, Air Link DC1 was granted the internationally acclaimed, **ANSI/TIA-942-B-2017**, Rated-3 Certification which basically means that our Data Center is designed to include various levels of redundancy for power, cooling and interconnectivity. With this certification, our customers can be assured that their data and the ICT operations we provide for them can be guaranteed an uptime of at least 99.9%



*"Trinidad and Tobago is geographically south of the hurricane belt"*

# WHAT IS AN ANSI/TIA-942-B-2017, RATED-3 DATA CENTER?

An ANSI/TIA-942-B-2017, Rated-3 Data Center has concurrently maintainable site infrastructure including multiple independent distribution paths that serve the ICT equipment under its operations. Concurrent maintainability means that each and every capacity component including elements/components which are part of the distribution path, can be removed, replaced or serviced on a planned basis with no disruption to the ICT capabilities to the End-User.

Such Data Centers have built-in redundancy and resiliency, having passed extensive independent audit requirements, throughout the four key areas of its operations: Architectural, Electrical, Mechanical and Telecommunications as well as protection against most events such as certain natural disasters and the incorporation of physical and digital security features which ensure round the clock security for the customers' data, applications and equipment. In essence, a Rated-3 data center is at a very low risk of ever going offline.

## DATA CENTER SPECIFICATIONS

| Space | |
|---|---|
| Facility Size | 1500 sq. ft. |
| Deployments | Full and partial cabinets |
| Power Availability | 120 kW Maximum Capacity (AC @110 or 230V) |
| **Connectivity** | |
| Peering Exchanges | We are an Internet Exchange Point (TTIX-2) (https://ix.tt/about-ttix/location/) |
| Diversity | 2 diverse point of entries |
| Uplinks | 100M, 1G, 10G ports |
| Carrier Availability | Airlink, Cable & Wireless, Digicel, Amplia |
| Cross Connects | Fiber, Copper and Coaxial |
| **Security** | |
| Access | 2 point proximity access control |
| Cameras | Multiple perimeter and room IP cameras with DVR |
| Security Personnel | 24/7 manned security station and patrols |
| **Reliability** | |
| Utilities | Diverse utility feeds |
| Generators | 2N redundancy |
| Operations | 24/7/365 |
| Uptime | 99.9% |
| Fuel Storage | 1550 Gallons |
| Water Storage | 10000 Gallons |
| UPS | 2N + 1 |
| Mechanical | 2N redundancy |
| **Structure** | |
| Floor Loading | 200lbs/sq ft |
| Clear Height | 10 ft (raised) |
| Hardened Exterior | Bomb shelter design |
| **Efficiency** | |
| Electrical | Multiple Symmetra UPS systems |
| Life Safety | Novec 1230 fire suppression system |
| Mechanical | Hot/cold aisle configuration |

## OUR CORE SERVICES

All of our core services are Real-Time, High-Value, Digitalization services that can be critical value-adds to the operations of an enterprise and its revenue generation system. These services can be used as catalysts for entrepreneurship, fostering innovation, growth and the digital transformation of businesses locally, regionally and internationally.

Our repertoire of services are backed by world class 24/7/365 support from highly trained and qualified IT and telecom professionals, both locally and internationally, whose ultimate goal is customer satisfaction.
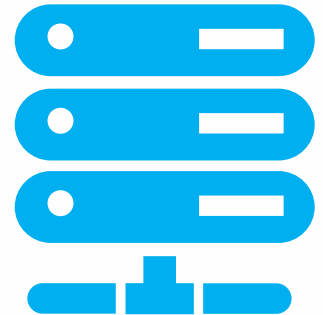
## DATA CENTER AND COLOCATION SERVICE

Our Data Center is one of two Trinidad and Tobago Internet Exchange (TTIX) points in the country acting as a Peering Exchange facility and houses the equipment necessary to provide these backbone services. We also offer the traditional, powered and environmentally managed, Cabinets and Rack Space as part of our Colocation service offering.

## HOSTING SERVICES

We offer Virtual Private Server (VPS), Website and Dedicated Server hosting services. Our range of hosting services allow you to choose between different Server types, which translates to differing levels of control, security and the overall manageability, that suits your enterprise. All of our server offerings are fully automated and customer self-serviced.

## MANAGED VIDEO SERVICE

If you are a TV Station, a Cable TV provider, or you simply require a video feed, we can acquire, package, transport and supply video feeds from and to anywhere in the world once you have acquired the rights and relevant licenses to broadcast.

## GATEWAY STATION HOSTING SERVICE

Our facility sits on approximately 300'000 square feet of land and, with secure and ample space available, we can accommodate the hosting of a physical antenna, or antennae, if you are desirous of transmitting and relaying signals to a specific region, or across the globe.

# OUR DIRECT INTERNET ACCESS SERVICE

Air Link can supply Dedicated Internet Access (DIA) to your business or enterprise within our niche; this gives you an Internet Uptime guarantee of at least 99.9%, minimizing service loss and hence also mitigating the loss of revenue.

# MANAGED CYBERSECURITY (MCS) SERVICE

The Information and Communications Technology (ICT) space, which includes internet systems, can be a dangerous virtual landscape, plagued with a host of security issues that most everyday users do not have the knowledge required to identify or resolve. Such issues can prove problematic and costly for customers and their devices, resulting in the loss and theft of data, slow or no service and even the hijacking of connected devices altogether.

Our Managed Cybersecurity (MCS) Service  aims to add a level of policing to Air Link's internet customers, detecting and resolving threats as they arise before they infiltrate their network. Our Security Information and Event Management (SIEM) system with its expertly manned Security Operations Center (SOC) provides intelligent 24/7/365 threat monitoring for both our residential and commercial customer base giving them the peace of mind required to safely navigate through the sea of interconnected resources that form the internet.

# E-COMMERCE PLATFORM

Air Link provides the platform - hardware and secure environment - for the execution of e-Commerce services. This is a preliminary offering at this time but the expectation is that, through further partnerships, we can further develop and expand our clientele offerings.
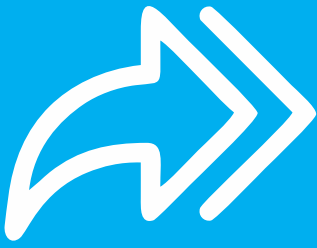
# TV-STATION-IN-A-BOX (TVSB) SERVICE

If you want to manage and run your very own TV station without the need for expensive, specialized broadcasting hardware, complex setups and configurations and the associated technical staff then we have the solution that can save you tons of cash with all the benefits of a traditional TV station – our TVSB Service.

Our TVSB service will radically change the way you run a TV station using web technologies and a virtual server. With remote Scheduling and Content Management, operating a TV station has never been easier. Once you get your station up and running, we can distribute it to any local or foreign cable TV provider using our Video Distribution Service.
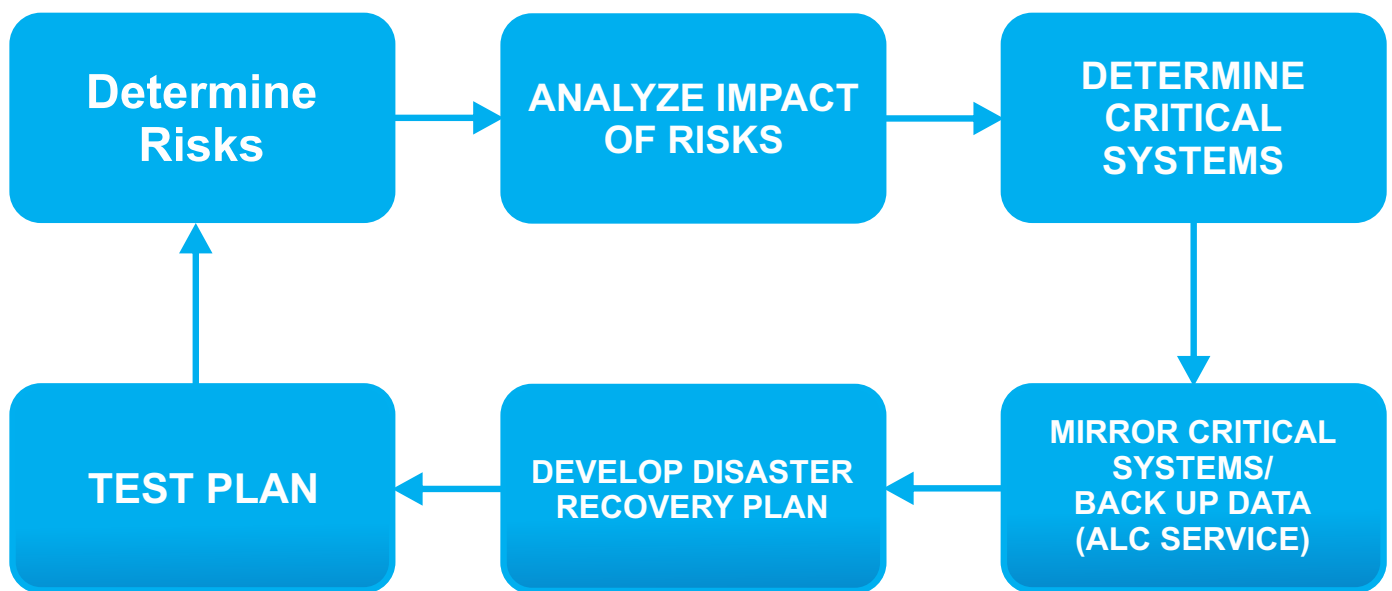
# BUSINESS CONTINUITY SERVICE

Threats can come in various forms, from natural disasters such as earthquakes and storms, to human induced events such as sabotage and acts of war, the ever increasing occurrence of cyberattacks and many more. Whatever is its source, these threats can knock your business flat by destroying or damaging your IT Infrastructure, corrupting or deleting your precious Data, or both. Your Data and the IT Infrastructure on which it resides, and those that run your applications, are the cornerstones of your business.

In the unfortunate event that your equipment goes down and your critical Data is compromised, your business should suffer minimal downtime. You can develop a Business Continuity Plan by following the basic Six Step Cycle shown below and let us provide you with the required services.

## The 6 Step Cycle to Developing a Business Continuity Plan

| Determine Risks | → | ANALYZE IMPACT OF RISKS | → | DETERMINE CRITICAL SYSTEMS |
| --- | --- | --- | --- | --- |

| TEST PLAN | ← | DEVELOP DISASTER RECOVERY PLAN | ← | MIRROR CRITICAL SYSTEMS/ BACK UP DATA (ALC SERVICE) |
| --- | --- | --- | --- | --- |

The Air Link Data Center brings resilience to your business depending on how prepared you want to be, allowing for Business Continuity through our PaaS, IaaS and Data Backup services. We can mirror your critical IT systems so that you can resume your business swiftly if a disaster strikes, or provide you with the space needed to backup your critical Data at our secure and certified facility.

Don't allow your Business to remain on the ground if a disaster strikes, let us help you to stand again with our Business Continuity Services.
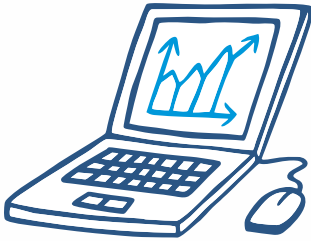
# AIR LINK SATELLITE FARM
Sahai Trace, Princes Town
Trinidad, W.I.

**Sponsored
50+ Students
for Online Computer Literacy Course**
Ages 10 - 55

**Providing 20+ Schools
FREE INTERNET SERVICE** *(within our network)*
*Additionally, Air Link also participates in TTWiFi, an initiative of the
Government of the Republic of Trinidad and Tobago to
provide free Wi-Fi access to the public, www.ttwifi.gov.tt*

**15+ Community Entities
FREE INTERNET & TV SERVICE**
Community Centres, Police & Fire Stations,
Public Libraries *(within our network)*

**Donated over 3,500 Seedlings**
*to the 'SURE Foundation' as part of their
decarbonization strategy which were distributed to
residents of Princes Town and environs*

**$150,000+ In Community Relief**
+ Provided flood relief to over 100 residents via supply hampers
+ Reduction of billing for families severely affected by the pandemic
+ School supplies for underprivileged children in the community
+ Collaborated with local company and provided repairs to PC, Laptops
  & Tablets throughout the Community

## CONTACT US

**SALES**
International: 1-305-800-4NOC (4662)
Local: 1-868-612-4NOC (4662)
E-mail: sales@airlinkdc.com

**SUPPORT**
International: 1-305-800-4NOC (4662)
Local: 1-868-612-4NOC (4662)
E-mail: support@airlinkdc.com

[www.airlinkdc.com](www.airlinkdc.com)

@airlinknetworks

((( **Air Link** )))

**SERVING MORE THAN TECHNOLOGY**