



*High Performance Networking Anywhere*

# Disaster Communications

## *Re-writing the Rules & Setting the Parameters*

David Myers, SVP Spacenet Inc.  
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# Emergency Response Extends Beyond Government Agencies

## Emergency Management

### First Response

*On Scene In Minutes*

*Deployed For Hours*

- Federal, State & Local Agencies
- Law Enforcement
- Emergency Medical Services
- Fire, Rescue & HAZMAT
- Utility Services

### Relief Deployments

*On Scene In Hours*

*Deployed For Weeks*

- Commercial & Civilian Agencies
- Red Cross/Relief Shelters
- Mobile Insurance Claims Centers
- Grocery & Pharmacy Supplies
- Financial – ATM, Pay Checks
- Equipment, Fuel, Logistics



# Facing Real Life Challenges

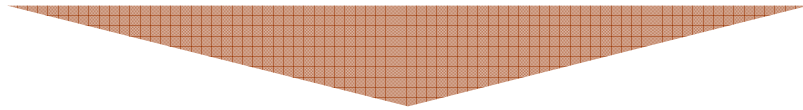
- **Logistics**
  - In field personnel training and deployment
  - Traditional shipping offline → airports and roads closed
  - ***Pre-staging of equipment and deployment contingencies are critical***
- **Disaster Zone Access**
  - Permits for access to restricted zones → martial law
  - State/local vs. Federal jurisdiction conflicts
  - ***Relationships with key authorities and advanced authorizations***
- **Supply Restrictions & Rationing**
  - Service providers restrict equipment use to their existing customer base
  - Authorities commandeering equipment and supplies – generators & fuel
  - ***Protecting the assets you and your customers need can be challenging***
- **Funding**
  - Unlocking emergency FEMA funds can be difficult
  - ***Funds evaporate fast → counting on them can be dangerous***



# Katrina Case Study: US Postal Service

## ● Situation

- Connectivity lost to dozens of offices
- Field logistics severely limited
- No shipping ability into area
- Postal services offline
- Needed new VSAT equipment deployed ASAP



## ● Solution

- Spacenet contracted with dozens of its regional Resellers
- Bought back equipment and diverted to closest Post Offices
- In region resellers completed installations
- Service restored to over 20 post offices in a matter of days



# Case Study: Oil Refinery

## *Industrial Grade Stand-by Communications*

### ● Customer Need

- Continuity of Operations Telecom
- Voice, Video, and Internet access
- Quick “fail-over” in disaster
- Employee and local resident safety

### ● Solution

- Custom hybrid network
- Cisco VSAT Network Module Solution
- Preconfigured for automatic fail-over
- Keeps employees connected in disaster



### CUSTOMER VALUE

- Seamless integration in Cisco network
- 3 minute “switch-over” to VSAT
- Full support for all applications



