

# *Enabling West Africa's Digital Economy*



**MainOne**

## Businesses Choose West Africa's Leading Connectivity And Data Centre Solutions Provider

Some call us a wholesale capacity supplier, others a telecom service provider. We are also known as an Enterprise Network Architect. What sets MainOne apart though is that no matter what service we provide, we are always called one thing above all else: **a partner.**



# SUBSEA CABLE & TERRESTRIAL FIBRE MAP

## POPS

- MainOne POP
- Partner POP
- Operational

## FIBRE

- Operational Subsea
- Planned Subsea
- Operational Terrestrial
- Partner Network
- Planned (2019)

## COUNTRIES

- MainOne Network

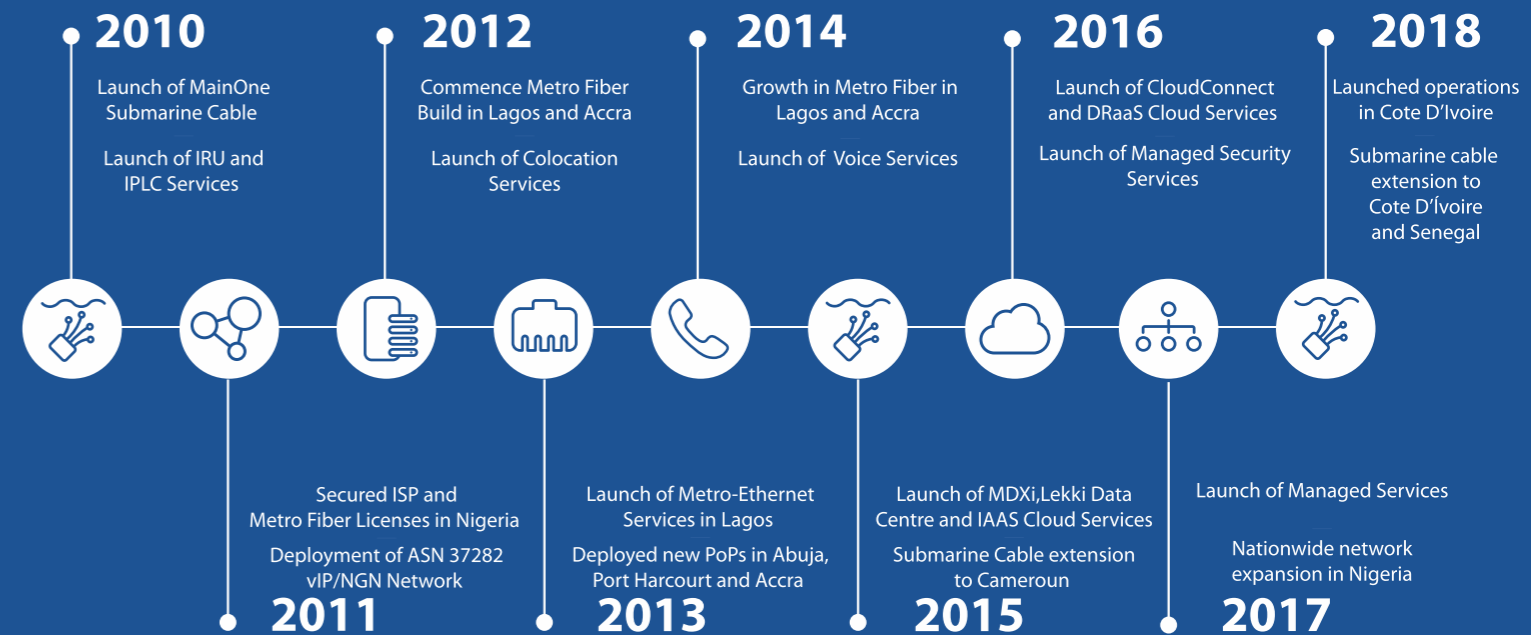


**WE ARE THE PREFERRED PROVIDER OF CONNECTIVITY AND DATA CENTER SOLUTIONS TO TELECOM OPERATORS, INTERNET SERVICE PROVIDERS (ISP), BUSINESSES AND GOVERNMENT INSTITUTIONS ACROSS WEST AFRICA**

*Our enterprise customer base include leading companies in the financial, manufacturing, oil & gas, shipping & logistics, e-commerce and media industries.*

We offer world-class broadband connectivity and data center services that not only meet the market's needs, but also enhance efficiency and profitability for our customers

From submarine cable capacity to putting business in the cloud, we collaborate with our partners at every step. It is a track record defined by building the solutions businesses need to thrive.



**Definitions**

- IRU – Indefeasible Right of Use
- IPLC – International Private Leased Circuit
- IaaS – Infrastructure as a Service
- DRaaS – Disaster Recovery as a Service





## CONNECT ALL THAT MATTERS

*The simplest equations can yield the biggest results: the higher your network performance, the greater the impact on your profitability.*

In a world of global connections, a business simply cannot afford network downtime. MainOne's competitive edge has always been defined by offering tailored solutions with 99.9% uptime and a custom-fit solution for every client. It means designing made-to-measure solutions that will do the right job today AND tomorrow, with future-proof technology that can evolve with the times - not just match current needs.

Through the depth of our experience and quality of our management and technical teams, we continue to entrench our position as a thought-leader and industry trailblazer. This empowers our customers with solutions that harness the power and growth potential of the internet

We have raised Africa's profile as a continent of untapped potential obtaining the pioneer license to deploy a privately-owned submarine cable system in West Africa.

We are a leading facilitator of the Internet ecosystem in the region and are recognized for our investments in broadband infrastructure resulting in our selection as the Broadband Infrastructure Company (Infracore) Licensee for the Lagos region in Nigeria.



*We are a leading  
facilitator of  
the broadband  
ecosystem  
in West Africa*

## CONNECTIVITY SERVICES

### LEASE CIRCUITS AND METRO ETHERNET/ LAST MILE SERVICES

The city never sleeps; so your network cannot afford to either. Whichever West African city you are in, you can rely on MainOne's expertise and network reach to give you a bespoke solution to keep you and your customers in touch.

#### Global Connectivity

and metro reach in West Africa: Delivery via MainOne PoPs and partner-owned networks across the region to ensure local capacity and support.

#### Reliability

MainOne's architecture provides alternative paths between major cities for immediate restoration in case of fiber cuts.

#### Flexibility

MainOne's Private Lease Circuits are protocol independent with support for Metro Ethernet and MPLS standards that can carry voice, data and video traffic.

#### Flexible bandwidth

options to meet your business needs, ranging from 2Mbps to 10Gbps and above.

### GLOBAL VOICE AND VIDEO CONNECT SOLUTIONS

Sometimes an email is not just the same as a call or face-to-face communication. From business meetings to broadcasting events, we embrace the potential of human connections which is why we give you voice and video solutions to almost anywhere in the world.

#### Platforms

equipped for transmission of VOIP calls though to premium video content for global termination.

#### Improved cost saving

opportunities through converged solutions maximizing bandwidth utilization to deliver voice, data and video traffic.

#### Access to

Public Switching Telephony Network (PSTN) and mobile networks for the ability to make external calls.

### GLOBAL INTERNET ACCESS AND IP TRANSIT

Whatever your business, MainOne offers full access to the rest of the world in a way that is perfectly attuned to the needs and capacities of your business requirements.

#### Global reach

to and from West Africa through telehouses in Portugal, London and Amsterdam.

#### Bandwidth

speeds from 10Gbps and above.

#### World-class services

backed by industry-leading Service Level Agreements.

#### IPV4 and IPV6 support

with widest range of network routes out of West Africa.

#### Incremental bandwidth

on demand.

#### Low latency

achieved through optimal engineering and direct peering with regional and international Internet exchanges.

### INTERCONNECTION SERVICES

Businesses need to be able to communicate with each other seamlessly, which is why at our facilities, customers gain access to other networks, content providers and ISPs to keep them up and running.

#### Connect

with multiple West African service providers and customer locations.

#### Direct access

to MainOne's Internet Services, International Submarine Cable Network and Terrestrial Fiber Network.

#### On-network access

to MainOne Data Center and Colocation Services.

*Our Connectivity services are deployed using world class telecommunications infrastructure, including an international submarine cable, terrestrial fibre, microwave metro and inner-city networks.*









## DATA CENTER SERVICES

that centralize, house and protect data with world-leading security solutions

### COLOCATION SERVICES

MDXi provides floor space for colocation IT equipment, along with all of the necessary power distribution, cooling, cabling, fire suppression and physical security systems. Rack spaces include Full rack (rack options ranging from 42U to 47U), Half rack (21U) and Quarter rack (10U)



#### Best in class infrastructure

Uptime Institute Tier-III, ISO 27001 and PCI DSS (Payment Card Industry Data Security Standard) Certified Facility.



#### Flexible configurations

including private cages with 600 rack spaces to meet growth needs.

### INTERCONNECTION

The Interconnect Portfolio is designed to help you adapt quickly to rapidly changing technology and business needs through high-performance services, bandwidth choice and product flexibility. Interconnection options are tailored to the requirements of organizations that need versatile solutions.

- Optical Cross Connect
- Metro Connect
- Dedicated Patch Panel
- Direct Connect
- West Africa Internet Exchange (**WAF-IX**) - Provides a neutral, high performance, peering platform to enable interconnection between content and networks in West Africa



#### Fully diverse power distribution

into each rack provided via direct connection to National Grid, n x 1250 KVA Generators and UPS.

### REMOTE HANDS AND EYES SUPPORT (RHES)

We provide nominal remote hands and eyes support which covers basic operations such as routine checks, troubleshooting of performance issues and project based activities. This value-added offering provides dedicated and qualified engineers to act as "eyes and hands" to perform various tasks on your behalf in the event that you cannot physically visit the data centre.



#### Optimal physical and logical security

with five levels of access controls from main gate to racks and armed police presence.

### WORKSPACE AND STORAGE

We provide dedicated and adhoc workspaces for customers who require it as part of operations or business continuity. All workspaces come bundled with high speed wireless internet.

Short and long term storage spaces are also available for customers with equipment, material and backup storage requirements.



#### Open-Access facility

with direct access to major telecom networks in West Africa and international locations via MainOne and other submarine cable networks.







A member of Standard Bank Group

**Stanbic IBTC achieved exponential increase in data center operational efficiency and regulatory compliance with no CAPEX spend.**

*Powering high availability for a global bank.*

#### **About**

Stanbic IBTC Bank - One of Nigeria's leading and most innovative banks, which over the years has blazed the trail in the application and deployment of information and communications technology (ICT) solutions, driven by its commitment to becoming Nigeria's foremost end-to-end financial services institution. The bank understood that one of the requirements that would enable it to achieve this objective was an overhaul of its primary and disaster recovery data centers.

#### **Solution**

MainOne's solution was the design and deployment of a private colocation and work space for the Bank within the MDX-i data center. After a comprehensive technical and commercial build-versus-buy analysis of the customer's needs, MainOne offered a solution to meet the bank's immediate growth requirements. The solution also included a high capacity network to aggregate links from various telecom service providers connecting the bank's 180+ branches nationwide. Leveraging our metro network in Lagos, the bank's primary and disaster recovery centers were re-interconnected for failover purposes.

#### **Result**

The Colocation solution meant the bank was quickly able to achieve regulatory compliance and increase efficiencies exponentially without having to invest capital and management effort in building out a new facility. The connectivity solution provided ensured access to all critical locations through diverse routes for uninterrupted service availability.





## MANAGED SERVICES

Replace expensive and inefficient in-house capacity with reliable expertise and availability on a bespoke budget.

### Managed CPE Organizations

Provides organizations that require the highest form of availability and pro-activeness for Data, Voice, Video, and Connectivity services with MainOne Managed CPE to deliver end-to-end QoS via pro-active management.

### Managed Security

Strengthens the defenses of our customers and provide them with monitoring and management of their network connections. With the ever increasing frequency of cyber security threats, Managed Security is a solution to help our connectivity customers prevent unauthorized access to data or denial-of-services through malicious attacks.

### Satellite Communications

Avanti provides the latest generation of Ka-band spot beam technology to deliver high speed, high availability, broadband internet services to difficult to reach locations like Oil rigs, platforms, rural areas and excluded areas where internet is yet to be made available.

### Cloud Connect

Provides private connections with Express Route to Microsoft Azure datacenter and other cloud providers such as Amazon Web Services (AWS). Services are deployed to your office or colocation environment delivering improved performance, faster speeds, lower latencies, higher security and significant cost benefits than typical internet connections.

## CLOUD SERVICES

Replace obsolete processing, storage, sharing, distribution or management of information with anywhere, everywhere computing for the 21st century and beyond.

### Localization of content

Proximity of data to Nigeria and West African countries for reduced latency.

### Deployment in Public Cloud

Access to leading public cloud platforms such as Microsoft Azure, AWS, Ali Baba Cloud for global scalability.

### Optimal high performance

Global internet access via direct connectivity to regional networks and submarine cables for international reach.

### Service Levels

24/7/365 in-country support from MDXi.





## Corporate Affairs Commission (CAC)

Providing registration and regulatory services for the benefit of the economy.

### About

The Corporate Affairs Commission was established by the Companies and Allied Matters Act to regulate the formation and management of companies in Nigeria. CAC required a digital transformation of its legacy infrastructure and processes in order to significantly reduce the time it takes to register new companies in Nigeria and sanitize the business environment with the overall objective to improve the ease of doing business in the country and stimulate economic growth.

### Solution

MainOne designed and implemented a resilient and scalable platform, securely hosting the CAC Company Registration Portal at the company's Tier III data center, MDXi. This dedicated platform is managed by certified MainOne personnel in adherence with world class change & configuration management standards.

### Results

The achievement was unprecedented and delivered in record time. This contribution assisted Nigeria move up in the "Ease of doing Business" rankings by the World Bank and to be recognized as one of the Top 10 global reformers for 2017.

### *Immediate impact post implementation included:*

- Quicker turn-around time to register new businesses from several weeks to 24 - 48hrs.
- Online company registration to start a business in Nigeria from anywhere in the world.
- Integration with other agencies such as FIRS for stamp duty payments online.
- Service Level Agreement of 99.9% availability guaranteed by MainOne





## SME-IN-A-BOX

*If ever there was a time to take advantage of a tailored infrastructure solution to ensure improved competitiveness, this is it.*

MainOne's SME in a Box is a perfect example of this. It is a converged service that drives business growth by providing high speed, secure, reliable and cost effective internet, Voice and Cloud solutions tailored to meet individual business requirements. It is delivered by our carrier-class IP Network and is specifically designed to help small and medium enterprises drive business growth, productivity and profitability without compromising quality or value for money.

## SME-IN-A-BOX Pro

This is a flexible and scalable productivity solution enabling you to choose any of the Microsoft Office 365 product plans with optional domain registration and website hosting as fit for your business requirements. This package offers you the Microsoft Office productivity tools you are familiar with; Word, Excel, PowerPoint, Exchange Online and Skype for Business among others with 1TB of secure cloud storage for your files. This solution ensures you are productive everywhere, with access to your important files anytime, regardless of device or operating system.

Our domain registration and website hosting service is recommended for forward thinking business owners who value their online presence and are inclined to leverage on secure, affordable technological solutions to take them to the next level.



### CUSTOMER SUPPORT

MainOne's Global Network Operating Center (GNOC) manages the Service interface to all our customers. The Center is equipped with state-of-the-art network management, monitoring and performance analysis systems to ensure that all services delivered to customers are proactively monitored. The Service Desk, manned by highly trained and certified engineers, operates on a 24-hour clock, 365 days a year to respond to customer queries and network incidents. Our team is available to provide performance reports and status updates on service quality, availability, network faults and root cause analysis.



### FLEXIBILITY

We provide Plug and Play solutions designed for small and medium enterprises and bespoke designs specifically tailored to meet the needs of larger enterprises through a consultative



### PROCESS DRIVEN

We manage our network proactively and our customers are notified in advance of maintenance windows.



### HIGHLY SECURE OPERATIONS

ISO 9001 certified  
ISO 27001 certified

## OUR COMMITMENT TO QUALITY (OR SLA)



**Pro-active monitoring tools** to ensure availability of infrastructure and compliance with SLAs for all services.



**Detailed trouble ticketing** for all network incidents with pre-defined escalation lists for all categories of faults.



**Mean time to repair** is a 4-hour commitment to restore service after On-Net failures.



**Root Cause Analysis** offers a detailed report of incident causes and the measures taken to resolve and avoid future incidents.



**Highly-trained and certified engineers** available for escalation on a 24/7 basis.

## WE GROW TOGETHER

MainOne continues to position itself as a forward-looking partner that provides its clients with future-proof solutions. Today's businesses do not only need to leverage technologies that boost their operational efficiencies, but also embrace digital transformation to gain the competitive advantage over their peers.

That is why we partner with some of the best names in the global ICT space to drive your growth. Our partnerships include:



### Submarine Cable System

built by TE SubCOM/Ciena, with over 5 decades of experience in building subsea cable systems.



### Data Center

equipped by leading power and cooling infrastructure providers including Schneider, Vertiv, Cummins, and StruxureWare for Environmental Management.



### IP Network

built on Cisco technology, a worldwide leader in connecting people, processes and data.



### Cloud Services

partnership arrangements with a growing number of technology OEMs including Microsoft and Amazon.

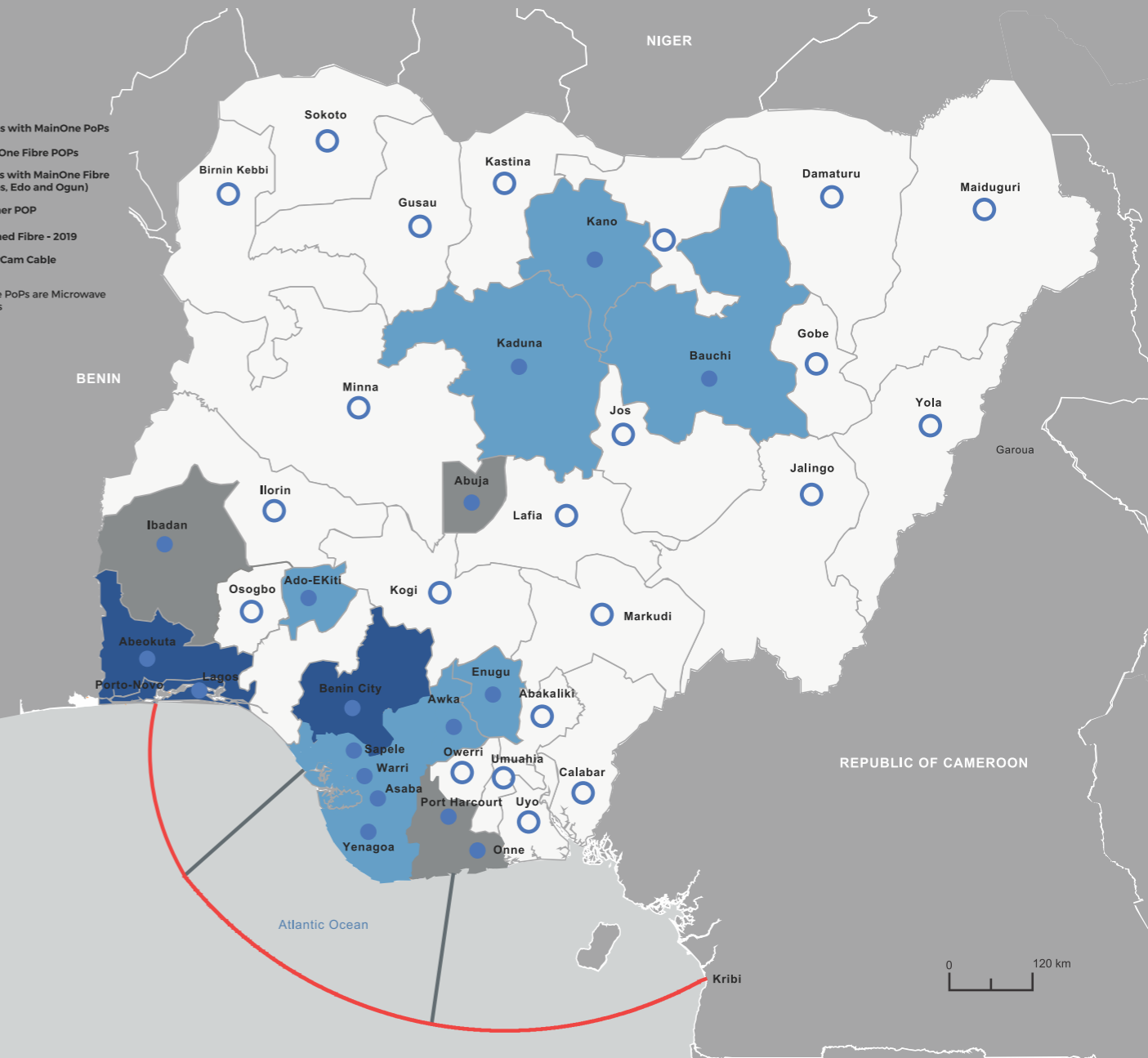
# NIGERIA TERRESTRIAL FIBRE MAP



## KEY

- States with MainOne PoPs
- MainOne Fibre POPs
- States with MainOne Fibre (Lagos, Edo and Ogun)
- Partner POP
- Planned Fibre - 2019
- NigerCam Cable

All MainOne PoPs are Microwave & Fibre PoPs





### **Nigeria (HQ)**

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Victoria Island, Lagos,  
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Tel: +234-2-342-2000  
Tel: 0700MAINONE

### **Nigeria (Ikeja)**

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Ikeja, Lagos,  
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Tel: +234-2-342-2000  
Tel: 0700MAINONE

### **Nigeria (Abuja)**

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Cadastral Avenue, CBD, Abuja,  
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Tel: 0700MAINONE

### **Nigeria (Port-Harcourt)**

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Trans Amadi Industrial Layout,  
Port-Harcourt,  
Nigeria.  
Tel: +234-2-342-2000  
Tel: 0700MAINONE

### **Ghana**

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11 Patrice Lamumba Road,  
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### **Mauritius**

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Port Louis,  
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### **Cote D'Ivoire**

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**MainOne**

[www.mainone.net](http://www.mainone.net)



**MDXi**

[www.mdxi.com](http://www.mdxi.com)