



No Matter How Well You Think You Are Prepared...

## The Unexpected Happens

Learn How To **Prepare For The Unexpected**  
To **Protect Your Organization & The Public**



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**High-performance Networking and Continuity of Communications  
for Public Safety & Emergency Managers**



Ensuring Access To Mission-Critical Data,  
Voice & Video Communications Via Satellite

Spacenet Case Study:



# Spacenet Case Study: American Red Cross

## Disaster Recovery – Haiti Earthquake Relief Efforts



**“It has honestly been a lifesaver. We are now able to access real-time information from our headquarters and other hubs, enabling us to work more efficiently at saving human lives.”**

**~ Colin Chaperone, Red Cross**

## Background

On January 12, a series of earthquakes with magnitudes ranging from 6.5 to 7.3 struck Haiti. The International Red Cross estimated that about three million people were affected by the quake. Major structures were destroyed, along with countless homes and businesses. In addition, the communications infrastructure in Haiti had been completely demolished. The American Red Cross began working with its partners in the global Red Cross and Red Crescent network, including the Haitian Red Cross, and other partners to assist those affected by this disaster in what would become the largest international mobilization of resources in the Red Cross's history.

## Solution

Spacenet, a leading provider of wireless and wireline networking solutions, was committed to doing its part to assist with earthquake relief efforts, and helping the Red Cross support its communications requirements was an ideal opportunity. Many of Spacenet's clients have operations in remote areas with little or no access to common carrier broadband, or have transportable communications requirements, where the site may be a mobile command vehicle or temporary facility frequently moved to new locations. These customers depend on Spacenet's high quality voice,

### Red Cross Case Study Snapshot

#### Red Cross Requirements

Needed communications network for disaster relief efforts in the wake of the devastating earthquake in Haiti including support for high-speed data and voice

#### Spacenet Solution

- Fixed VSATs deployed to Red Cross base camp and field hospital in Haiti
- Ruggedized ION kit serves as gateway router and DHCP server
- Up to 5 Mbps & 10 MHz of dedicated satellite capacity

#### Solution Benefits

- ‘Plug and Play’ operation
- Quick installation and moveable within a day
- Support for broadband

video, and data communications via satellite. Spacenet was prepared to leverage its 30 years of experience to help the Red Cross support its mission.

Along with one of its partners, Echostar Satellite Services, Spacenet donated equipment and services. It shipped small dish antennas and two-way ground stations to Haiti to support over 500 Red Cross employees with communications for everything from critical relief efforts to calls home to families. These transportable systems could be deployed quickly and provide a wireless link completely independent of the local Haitian infrastructure.

## Benefits

Because VSAT broadband satellite technology can be deployed anywhere and does not depend on local communications infrastructure, it has played a large part in the re-establishment of data and voice communications networks in the aftermath of many emergency situations including hurricanes and other severe weather conditions. Traditional handheld satellite phone services work well for individual users, while the VSAT-based systems provide an ideal service for a “base camp” of multiple first-responder personnel requiring a number of Internet connected PCs and PSTN-connected telephones.

To support the immediate communications needs in Haiti, Spacenet's services could be installed quickly in any fixed location (including parked vehicles or docked ships). Rapid deployment communications via satellite enables in-field personnel to be online and connected to the Internet, voice lines, and secure networks in a matter of minutes. These solutions are ideal for remote operations and emergency response services, mobile telemedicine, and other applications requiring frequent set-up and tear down. Spacenet's satellite services supported four relief sites with wireless Internet access, which allowed the 250 International Red Cross teams in Haiti to communicate their medical and personnel needs and requisition supplies.

The Haiti earthquake demonstrates the ultimate example of what could happen when every contingency goes wrong. When the unexpected happens organizations need a solid continuity plan and reliable emergency communications, including a solution that is flexible and can be installed in the hardest hit areas and remote locations. And, they need to work with a partner that has the right blend of expertise, capabilities and vendor relationships.

Spacenet's satellite services have proven to be an ideal solution for disaster relief and emergency communications for the American Red Cross and many other organizations including the Missouri Department of Transportation, the Louisiana Department of Public Safety and the U.S. Postal Service. Satellite is unique in its ability to quickly establish a broadband network virtually anywhere and provides redundancy, ubiquity, and resiliency that is simply unavailable from land-based networks.

## Satellite enables high performance networking virtually anywhere:

**Ubiquitous Coverage** - anywhere with view of the Southern sky

**Converged Communications** – simultaneous voice, video and data

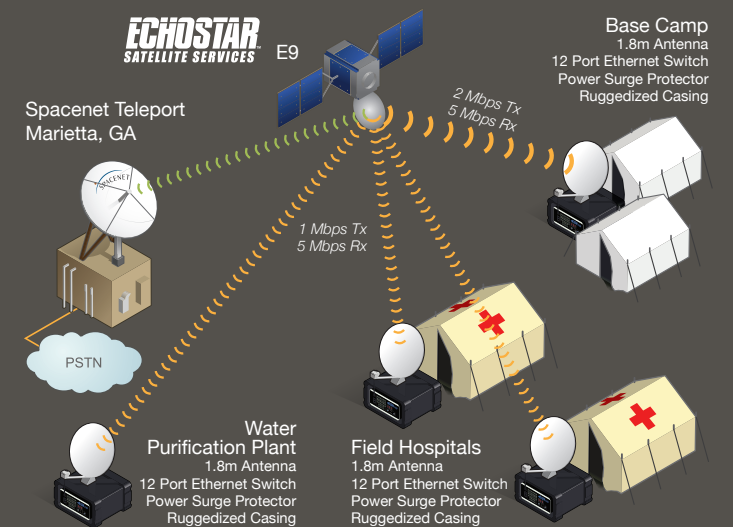
**Continuity of Operations** – redundant, diverse, & independent path

**Rapid Deployability** – mobile systems deploy in 10 minutes or less

**Scalability** – service for a single site or 32,000 sites

**Security** – inherent security plus secure over-the-air encryption.

**Find out how your organization can be prepared when the unexpected happens. Call 866.480.2263 or email [spacenetinfo@spacenet.com](mailto:spacenetinfo@spacenet.com).**



Haiti Red Cross Network Diagram

