

# Fidelity Bank Online MEMO

MEMO ID: 2376  
MEMO Date: 09-09-2025 02:39  
From: Asare Adu  
Department/Branch: Technology, Head Office  
To: Kwabena Boateng  
Stakeholders: Asare Adu,Fraser Agyare,Abu Yahaya,Emmanuel Turkson,Kwabena Boateng  
CC: Asare Adu  
Status: Approved

## INSTALLATION OF SECONDARY WAN LINK FOR HOHOE BRANCH

### Background and Rationale

The Hohoe branch previously relied on **Comsys** as a WAN service provider. However, Comsys has pulled out of the branch due to persistent service degradation, leaving the branch vulnerable to connectivity challenges. At present, the branch operates on a single WAN link (MTN), creating a single point of failure. This poses a serious risk to business operations, especially in delivering uninterrupted services to clients and ensuring seamless access to core systems.

To mitigate this risk and strengthen network resilience, it is necessary to provision a **secondary WAN link** at Hohoe. This redundancy will ensure operational continuity and minimize the impact of any future outages.

### Benefits of the Secondary WAN Link

- **Business Continuity:** Provides a reliable backup in case the primary link fails.
- **Improved Service Reliability:** Reduces downtime and enhances customer confidence.
- **Operational Efficiency:** Guarantees smooth access to applications and central resources.
- **Infrastructure Resilience:** Strengthens the branch’s IT setup against unforeseen disruptions.

### Cost Breakdown

Description	Cost (GHS)	TAX	Total Cost
One-Time Installation Fee	12,000	4,670.40	16,670.40
Monthly Recurring Charge (MRC)	1,600	442.40	2,042.40

Description	Cost (GHS)	TAX	Total Cost
Total Initial Outlay	13,600	5,112.80	18,712.8

Request

I respectfully request your approval to proceed with the procurement and installation of a secondary 10 Mbps WAN link for the Hohoe branch. The total cost for the one-time installation fee is **GHS 16,670.40**, and MRC is **GHS 2,042.40**, inclusive of taxes from Telecel. This investment will significantly enhance the branch’s resilience, operational efficiency, and service reliability.

Amount Involved: GHS 18712.8

Approvals

Approver	Response	TAT	Request Date	Response Date
Asare Adu	Approve	30:00:00:52	09-09-2025 02:39	09-09-2025 02:40
Fraser Agyare	Approve	30:00:01:19	09-09-2025 02:40	09-09-2025 02:42
Abu Yahaya	Approve	30:01:46:11	09-09-2025 02:42	09-09-2025 04:28
Emmanuel Turkson	Approve	30:21:14:22	09-09-2025 04:28	10-09-2025 01:42
Kwabena Boateng	Approve	30:01:28:47	10-09-2025 01:42	10-09-2025 03:11

Comments

From	Comment	Date
Asare Adu	Supported	09-09-2025 02:40
Fraser Agyare	Supported	09-09-2025 02:42
Abu Yahaya	Supported.	09-09-2025 04:28
Emmanuel Turkson	Approval subject to sign-off by the Business Unit.	10-09-2025 01:42
Kwabena Boateng	Approved	10-09-2025 03:11