

# Fidelity Bank Online MEMO

MEMO ID: 2461

MEMO Date: 16-09-2025 12:05

From: Asare Adu

Department/Branch: Technology, Head Office

To: Kwabena Boateng

Stakeholders: Asare Adu, Fraser Agyare, Abu Yahaya, Matthew Kafui Kartey, John Glover, Kwabena Boateng

CC: Asare Adu

Status: Approved

## Installation of Satellite Based Internet Service at the Adenta Training Office

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### Request

This memo requests Executive Management's approval for the installation of a satellite-based internet service (Starlink) to serve as a primary internet connection for all training purposes. This is necessary due to the ongoing core banking upgrade, which will necessitate frequent training and simulation activities at the training center. By provisioning a Starlink to augment the existing leased line WAN internet through the Fidelity data center, we can mitigate single points of failure and prevent delays that may impact the core banking project.

### Background and Rationale

Despite having a WAN connection at the Adenta branch, we do not want to experience any interference from ongoing training sessions that may disrupt branch connectivity and impede service delivery to bank customers.

To enhance internet resilience and reduce reliance on terrestrial fiber providers, we propose onboarding a satellite-based Internet Service Provider (ISP) using Starlink's business-grade offering for the training center. This service will serve as the primary internet connection, ensuring uninterrupted access for all trainers and trainees at the center.

### Scope of Implementation

The service will be deployed on the fourth floor of the Adenta branch.

### Cost Breakdown

A. One-Time Setup Cost (ex-V AT)

Description	Quantity	Unit Price (USD)	Total Price (USD)
Starlink Equipment and Installation	1	\$1,300	\$1,300
Meraki MR46 Wi-Fi 6 APs (1YR License)	2	\$1,200	\$2,400
Meraki MX68 Router/Security Appliance, 1YR Advanced Security License	1	\$1,500	\$1,500
Monthly Subscription for Accra (Business Plan, 1TB)	1	\$300	\$300
Professional Services	1	\$1,200	\$1,200
SubTotal			\$6,700
(VAT)			\$1,467.30
Grand Total with VAT			\$8,167.30

*Note: Setup costs include first-year licenses and security coverage for all equipment.*

B. Monthly Recurring Cost

\$300 (ex-VAT) per month for Starlink Business Plan subscription

Recommendation

Considering the operational risks associated with interrupted connectivity and the strategic imperative for infrastructure redundancy across all training sessions, we propose the following:

- 1. Approval of the one-time setup cost of \$6,700 (excluding VAT)
- 2. Approval of the monthly recurring internet subscription of \$300 (excluding VAT)
- 3. All expenses incurred for this request will be covered within the scope of the core banking upgrade project.

Total Amount Involved: USD 8,167.30

Amount Involved: USD 8167.3

Approvals

Approver	Response	TAT	Request Date	Response Date
Asare Adu	Approve	30:00:20:11	16-09-2025 12:05	16-09-2025 12:25
Fraser Agyare	Approve	30:00:14:41	16-09-2025 12:25	16-09-2025 12:40
Abu Yahaya	Approve	30:00:11:47	16-09-2025 12:40	16-09-2025 12:51
Matthew Kafui Kartey	Approve	30:00:09:10	16-09-2025 12:51	16-09-2025 01:01
John Glover	Approve	07:01:30:47	16-09-2025 01:01	24-09-2025 02:31
Kwabena Boateng	Approve	30:03:28:52	24-09-2025 02:31	24-09-2025 06:00

Comments

From	Comment	Date
Asare Adu	Supported	16-09-2025 12:25
Fraser Agyare	Supported. Cost should be billed to the Core Banking Upgrade project	16-09-2025 12:40
Abu Yahaya	Supported.	16-09-2025 12:51

Matthew Kafui Kartey	this is approved	16-09-2025 01:01
John Glover	Ok	24-09-2025 02:31
Kwabena Boateng	Approved	24-09-2025 06:00