

Globecomm Quick Response Restores Critical Lines of Communication in Wake of World Trade Center Attack

In the hectic days following the September 11 terrorist attacks on America, Globecomm collaborated with the New York State Technology Enterprise Corporation (NYSTEC) to deploy Disaster Recovery Communications Systems to a Brooklyn hospital that had been without data communication lines since the collapse of the World Trade Center towers.

On September 21, in response to a request from the State Office of Mental Health (OMH), the State Emergency Management Office (SEMO), which coordinates the state's disaster and response efforts, made a request to NYSTEC for it to utilize its staff and services to assist OMH with restoring, at least temporarily, data communications with Kingsboro Psychiatric Hospital in Brooklyn. Part of those services was the utilization of NYSTEC's Deployable Advanced Communications Environment (DACE)—a 24-foot, 13-ton truck outfitted with sophisticated communications equipment, including UHF, VHF, and wireless local loop. NYS-TEC subsequently contacted Globecomm with a request for im-

mediate installation of a transportable earth station to add satellite connectivity abilities to the DACE.

Within 24 hours of NYSTEC's request, a Globecomm engineering team had provided and installed a transportable satellite earth station, including a 2.4 meter antenna, to the DACE for initial check-out. A second Globecomm team worked with the OMH to quickly develop the network design.

The system was subsequently moved from the DACE and installed at the hospital. In order to install the antenna on the roof of the four-story hospital, Globecomm garnered the assistance of the New York City Fire Department's Ladder Company 172 and Engine Company 330.

Beginning on September 24th, Kingsboro Hospital was able to transmit critical data to the OMH in Albany via the satellite-based Internet access made possible by Globecomm, through the installation of our earth station and through the Globecomm satellite network to the US Internet backbone, and our Long

Island International Teleport and diverse terrestrial communication center.

"We understood immediately the gravity of the request made by NYS-TEC, and did everything necessary to get the transportable satellite earth station up and running," said Globecomm Systems President Kenneth Miller. "At a time when many Americans were looking for some way, any way, to do something to help, this was a call we were eager to answer. Future disaster recovery situations will also benefit from this collaborative effort, as we will be able to replicate the system we used to establish communications for these New York hospitals."

"Globecomm provided us with the ability to quickly and effectively customize a connectivity solution for our needs," added NYSTEC Director of Engineering Scott Leonard. "We are grateful for their prompt attention to this request and will look to them for additional solutions when the need arises."



NYSTEC's Deployable Advanced Communications Environment (left). Above, New York's Bravest from FDNY's Ladder Company 172 and Engine Company 330 assist Globecomm in raising a 2.4 meter antenna for installation on top of a four-story hospital.

