



*"Helping you overcome the unexpected challenges of doing business in the 21st century"*

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DISCOVER THE WORLD'S  
NEWEST AND MOST  
ADVANCED DATACENTER

The most innovative and expansive  
technology hub in Latin America and the Caribbean,  
located on the island of Curaçao, Dutch Caribbean

# ABOUT US

## GET TO KNOW THE COMPANY BEHIND THE REGION'S MOST ADVANCED DATACENTERS

CTEX is a privately held company formed by seasoned executives with years of experience in the IT services and datacenter industry. Together with regional banks, pension funds and private investors the company builds and operates the most advanced Uptime Institute certified Tier-IV datacenters in Latin America and the Caribbean.

CTEX datacenters incorporate the critical infrastructure needed to ensure fault tolerant operations and extreme security. For regional and international customers requiring zero down-time, access to a comprehensive eco-system of industry solutions, and advanced security – having access to the world's newest Tier-IV datacenter in Curaçao, means they no longer have to depend on advanced facilities in far flung locations of the world.

The company's goal is to help customers achieve significant operational efficiency, speed and agility by delivering advanced technology services. The company's Cloud infrastructure is one of the most advanced in the world while its facilities have been touted as being the most advanced in the region today providing customers significant peace of mind.

Selecting Curaçao as the destination for the region's most advanced datacenters was not a happenstance decision. The island provides many benefits. First of all Curaçao is geographically positioned outside the traditional hurricane belt and major seismic zones. Furthermore, international companies locating their critical computing assets at CTEX are exempt from VAT (when providing services outside of Curaçao) and import duties. In addition, being part of the Dutch Kingdom means that companies located in Curacao benefit from strict European-based privacy laws.

CTEX services Latin America and Caribbean companies in the Oil & Gas, Financial Services, Government, Transportation & Logistics, Utilities and Telecom sectors along with international companies with operations throughout the region. The company's goal is to leverage a state-of-the-art facility in order to deliver highly advanced and specialized industry solutions.

Curaçao is safely located outside the hurricane belt.

Plus, the island offers very attractive incentives for companies seeking to establish themselves in our datacenters, including zero import duties for equipment and a favorable 2% annual profit tax ruling for companies seeking to establish an operating entity on the island.

An attractive expatriate ruling is also in place for international employees employed locally.

Depending on what you're doing in the area of disaster recovery, and managed hosting, we are able to help you protect your business and IT assets, minimize security risks and provide ways to maximize your IT investment.

# CTEX AT A GLANCE

Characteristics	Description	Customer benefits
Curaçao	Excellent geographic positioning	Located outside of the traditional hurricane belt and seismic activity zone. Stable & neutral political environment
Site location	Seru Mahuma, 60 m above sea level on top of the highest terrace	Safely located above sea-level, excellent protection from environmental hazards
Corporate benefits	Government incentives for companies establishing backup or primary operations in our facilities	<ul style="list-style-type: none"> <li>• 2% Annual Profit Tax</li> <li>• No import duties</li> <li>• No sales tax</li> <li>• Gateway to Europe</li> </ul>
Connectivity	<ul style="list-style-type: none"> <li>• Arcos</li> <li>• AMERICAS-II</li> <li>• Alonso de Ojeda I</li> <li>• Pan AM Cable system (via Aruba)</li> <li>• 2 new cable infrastructures (under development)</li> </ul>	Redundant fiber connectivity providing intercontinental linkages
Advanced Management Services	<ul style="list-style-type: none"> <li>• Network, Colocation &amp; Document Management</li> <li>• Managed Hosting</li> <li>• Managed IT Services</li> <li>• Advanced Cloud Services</li> <li>• Disaster Recovery &amp; Workgroup Recovery services</li> </ul>	Scalable solutions that meet the needs of simple to complex customer demands
Facilities	2N+1 design - 4 independent fault tolerate interconnected buildings. High security entries including multiple vehicle and man traps, double security fencing, armed security guards, in-house security operations center	Top-tier facility ensuring safe, secure operations
Staff	Fluency in 4 languages; English, Spanish, Dutch, and Papiamentu. Trained and certified IT staff	Ease of communication with staff, high education levels, international community professional work culture
Financial Structure	Equity & senior secured debt funding - local institutions	Support from local government and private institutions.
Timing	Phase 1 2014, Phase 2 2016	Short-term solution - flexibility on designing for specific needs. Extensive product portfolio
Company	Privately held, employee owned and operated. Liquidity event planned during year 4 of operation	Adherence to international financial reporting standards (IFRS)
Client data confidentiality	The personal data protection act ("Landsverordening Bescherming Persoonsgegevens AB. 2010, no. 84" act), provides for the protection of data confidentiality. The Act applies to companies residing locally that process data or to those residing abroad who make use of technical facilities in Curaçao	Protection of data confidentiality
Carrier Neutral	True carrier neutral facility. Major international interconnect point for global carriers in highly secured carrier-rooms	Redundant cost effective connectivity

# OUR FACILITY

## ROCK SOLID RELIABLE PERFORMANCE

CTEX builds and operates certified Tier-IV datacenters and Internet exchange points from which Cloud, Colocation, Managed and advanced Virtual datacenter services are delivered to enterprise and government customers. The company designs, runs and operates the region's most advanced facility where customers can reliably and securely consolidate, run and grow their operations either as prime or backup.

In June 2013, CTEX became the newest and largest multi-tenant datacenter in Latin America and the Caribbean to achieve the Uptime Institute Tier-IV Design certification for the first of its four datacenters. In April 2014, the company achieved Uptime Institute Tier-IV Constructed Facility, placing CTEX among the only 14 Datacenters to achieve this level of excellence. CTEX's technology campus is envisioned to consist of four 71,000 square feet independent facilities. The facilities are located on the island of Curaçao, which is outside the traditional hurricane belt and major seismic activity zones.

CTEX's datacenter fabric is designed using the latest 'Cloud' computing infrastructure enabling companies to pool computing, storage, networking and power needs on an 'on-demand' basis. Customers can build private virtualized environments leveraging VMware and other technologies to maximize their investments while fully controlling expenditures. In addition CTEX's , our facilities are full-service internet exchange points through which large amounts of network interconnect and exchange traffic can flow. CTEX's facilities also serve as a service aggregation/distribution hub for network traffic and network-based services.



# THE DIFFERENTIATORS

## BUILDING AND OPERATING DATACENTERS WORTHY OF YOUR TRUST

Our decision to build a Tier-IV datacenter was based on our commitment to providing customers with the most advanced, secure and reliable technology facility in the world today. To accomplish this means guaranteeing our customers a level of service and availability of critical components not found in other datacenters in the region or elsewhere. Ultimately, delivering high-end services to secure a customer's continuous operations depends on having a world-class facility, the right people and the right operational processes. It's for this reason that CTEX is also an ISO 9001:2008 certified company. Quality and excellence is part of our heritage.

Being LEED certified is also a testament to our commitment to ensuring we minimize impact on the environment. Using advanced building materials and construction techniques CTEX is capable of achieving energy efficiency ratios not seen in other datacenters.

Finally, our commitment to delivering quality services is further highlighted by our adherence to SSA16, Type 1 controls. This provides our customers further peace of mind as to the integrity of our operations.



# THE MOST ADVANCED DATACENTER FACILITIES IN THE REGION

PURPOSE-BUILT TO WITHSTAND  
NATURAL DISASTERS LEVERAGING  
LESSONS LEARNED FROM  
SIMILAR OPERATIONS AROUND  
THE WORLD



## ADVANCED SERVICES MAKING A DIFFERENCE

Increased agility, reliability, reduced risk and efficient execution are just some of the things that businesses are looking to achieve. Technology not only makes this a reality – it has become the driving force behind innovation and transformation in any company. That is where CTEX makes a difference. From rapidly scaling Cloud solutions to personalized Managed services, we are focused on ensuring your business operates continuously.

CTEX offers a customer-centric service model that meets the needs of customers ranging from small-to-medium sized enterprises to large scale multinational corporations and governments. We recognize that each customer segment has a unique set of requirements for datacenter services.

### CLOUD SERVICES

CTEX's Cloud provides business customers the ability to rapidly configure computing infrastructure on an on-demand basis. Customers have the power and control to configure computing resources such as processor, storage, bandwidth and other elements when needed. You are in control of your computing infrastructure growth. Our Cloud services include:

- Infrastructure as a Service (IaaS) – pay as you go computing infrastructure
- Backup as a Service (BaaS) – advanced data backup and archival infrastructure
- Disaster Recovery as a Service (DRaaS) – easily recover computing instances in the event of a disaster
- Virtual Office Solutions – virtual desktop and SaaS solutions
- Hosted Exchange Solutions – migrate to a trusted private Cloud messaging platform.

With managed Colocation we:

- Setup, configure and install your critical hardware (i.e., servers, storage, network equipment),
- Deliver the power, ping and pipe for your servers,
- Provide 24/7 Managed Services, monitoring and support from our certified Engineers for your managed infrastructure and applications,
- Propose upgrades and service changes as needed based on vendor recommendations

### MANAGED COLOCATION

Being part of the Dutch Kingdom, Curaçao offers many benefits including strict European-based privacy laws, excellent connectivity, fiscal benefits, location outside the traditional hurricane belt and seismic active zones, and access to a multi-lingual workforce. Our multi-carrier network connectivity features multiple Tier 1 Gigabit Ethernet connections with redundant routing architecture for hardware failover, as well as uninterruptable power supplies, battery backups and diesel generators.

## MANAGED SERVICES

Our managed services are designed to augment your information technology (IT) support functions where needed or manage your entire IT infrastructure in a full outsourcing model. CTEX's customized portfolio of managed services can help you improve availability, improve IT staff efficiency while reducing overall operational support and maintenance costs. Our managed services include:

- Managed Security
- Application Services
- Remote Hands
- Monitoring & Reporting

## MANAGED CONTINUITY

Are you prepared if and when disaster strikes? What if your building loses power, courtesy of a storm or accident knocking down a power line? What if you lose your phone or Internet connection and your provider doesn't know when you'll get back on-line? Can you afford to keep your customers waiting?

Running your business operations, and servicing the needs of your customers in the event of a disaster or emergency requires more than having an office in a building or tape backups of critical data. Combined with our Disaster Recovery as a Service (DRaaS), we ensure our customers maintain availability across a broad spectrum of recovery point and recovery time requirements during planned as well as unplanned downtime. Our business continuity planning solution provides you with an advanced world-class connected facility, emergency office suites, connectivity and global Telepresence to meet the needs of your business.

You will have the peace of mind that you can continue to run your business from a facility that has been engineered to provide 24/7/365 world-class security, redundancy and availability of all critical infrastructure needs. Our recovery center is on the top floor of our Tier-IV Uptime Institute certified datacenter, ensuring international connection through five major submarine fiber systems via an advanced carrier 'meet-me-room' within our datacenter.

## VIRTUAL DATACENTER

Make our datacenters an extension to yours, using on-demand resources to meet varying business needs.

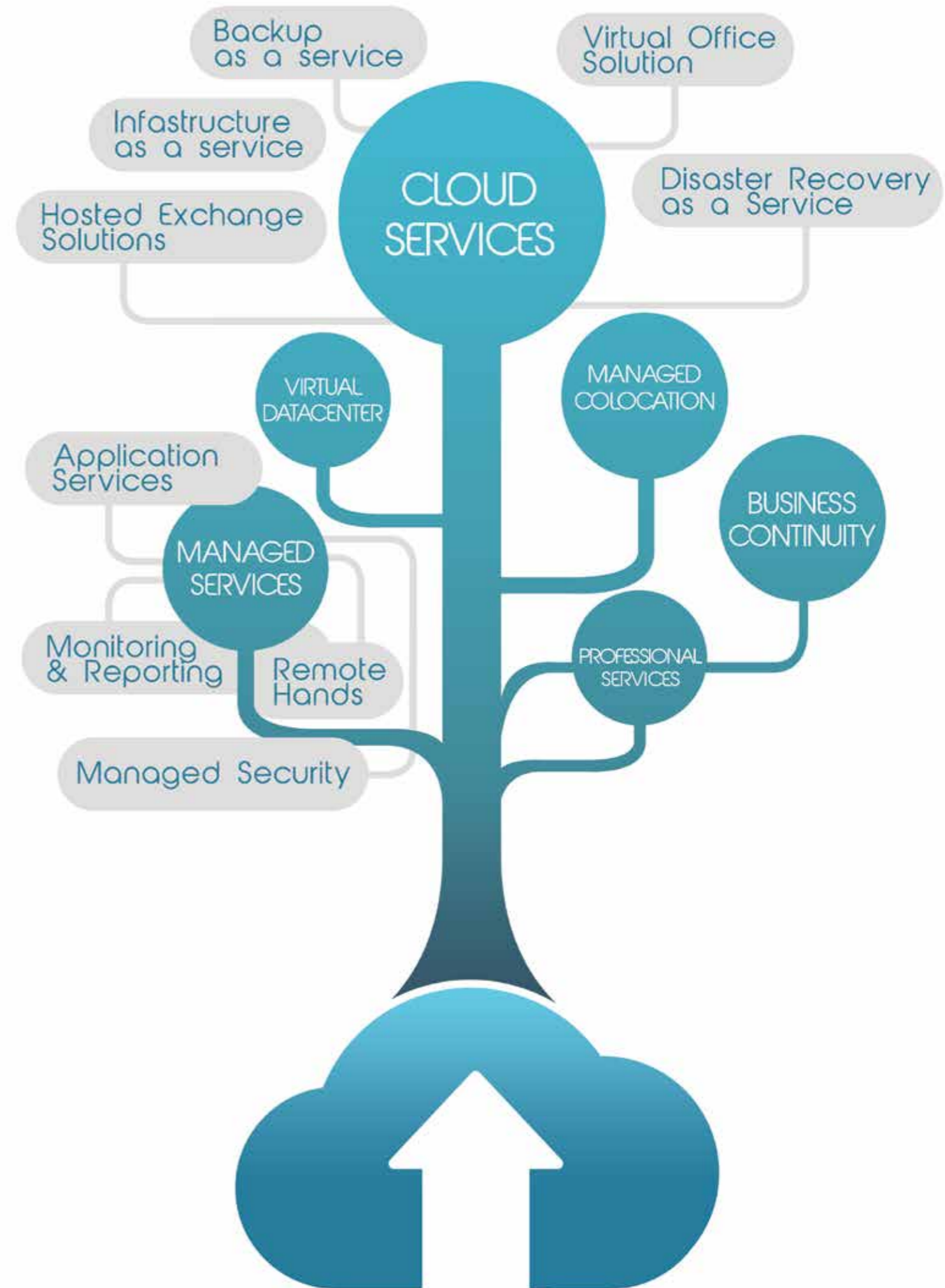
Our datacenters were designed from the ground up to accommodate today's high-density virtualized computing resources. Just as you would in your own datacenter, you can make our highly secure virtual datacenter resources available to your critical applications, business areas and projects as needed without having to worry about physical capacity.

You access a pool of cloud infrastructure resources designed specifically for enterprise business needs. Those resources include compute capacity, memory, storage and bandwidth. CTEX's Trusted Virtual Datacenter solution is hosted on the industry leading VCE VBlock™ infrastructure leveraging VMware.

## PROFESSIONAL SERVICES

Our professional services team is ready to help you establish a clear roadmap to leverage the latest in Cloud technology, Virtual datacenter solutions, plan out major consolidation and migration projects or simply plan out your datacenter strategy. By leveraging years of lessons learned we can recommend and implement the right solutions to ensure you achieve the highest success rates.

As your partner, you can count on CTEX to provide the highest level of commitment and expertise in Information Technology planning, implementation and ongoing operations.



# ADVANCED SECURITY SERVICES

A SUITE OF SERVICES TAILORED  
TO OUR CUSTOMER'S NEEDS

**Security is about vigilance and an obsessive concern with detail and protocols. At CTEX, we start by ensuring that our physical infrastructure is resilient and that our processes comply with and exceed worldwide standards. As part of this commitment, we comply with known international and industry standards relating to security.**

Security at CTEX starts with securing our facilities. With so much invested in our facilities, we take physical security very serious. No one gets in or out of our facilities without the permission of trained security staff. Specialized access-control technology is used throughout our facilities to manage, track and report all physical activity. The same level of security is applied to customers, staff and anyone accessing the datacenter.

At the logical layer, security begins with our dedicated or shared firewalls that we manage and maintain for our customers. Our SSL (Secure Socket Layer) certificate offerings meet and exceed all standard security requirements. But these are just the foundation of our digital security strategy.

Beyond the basic security measures, there are more advanced security services within our portfolio.

To ensure that applications are secure, we are able to run vulnerability scans that check for CGI (Common Gateway Interface) abuses and vulnerabilities, backdoors and Trojans, as well as other weaknesses. Our IDS (Intrusion Detection Service) identifies and blocks automated behavior patterns well before they ever reach our customers' environments - something that standard security products cannot accomplish.

More than the common technological approaches to addressing security, CTEX helps customers identify, understand and effectively deal with information security threats before and after they occur by working with our customers to review their entire information security life-cycle. A full line of services is available to address international governance & compliance standards, identity & access management policies, data forensics, data leakage control, threat & vulnerability management and many others.

Ultimately, our customers determine their level of security choices. However, we are always ready and available to provide insight and advice on which services and products make sense.

# OUR CUSTOMERS

ENABLING OUR CUSTOMERS TO INNOVATE  
AND REACH A GLOBAL MARKET

**Our customers are passionate about their businesses and are keenly focused on expanding beyond their traditional economic borders.**

CTEX is much more than a technology company, we make it our mission to understand the needs of our customers within their individual business verticals. Financial Services, Oil & Gas, Utilities, Hospitality, Telecommunications, Transportation & Logistics, and Manufacturing are just some of the industry verticals we focus on. We recognize that every industry faces a unique set of challenges when it comes to meeting the ever increasing demand to scale and reach customers across the globe.

Regulatory compliance, service continuity, data integrity and data availability are all part of today's business environment.

Customers turn to CTEX as a partner they can trust to house and manage their systems and business-critical applications, so they can focus on growing their businesses and meet strategic goals through the development and delivery of information-based products and services.

While our customers' first priority may be to ensure disaster recovery, CTEX enables customers to meet their ever increasing demand for technology services by offering scalable and cost effective solutions.

As businesses change rapidly CTEX's highly secured facilities enable companies to be more flexible and expand their capabilities as needed.



# TECHNICAL SPECIFICATIONS

## Client Private Caged Space

- Customized & electronically-secured cage areas
- Minimum half rack configuration
- Managed AC and DC power up to 300 watts per square foot

## CTEX Next Generation Cabinets

- Standard 19 inch and wide rack configurations
- Card swipe access

## Building Security and Operations

- 24x7x365 manned network operations Center (NOC), monitoring all essential systems, including humidity, temperature, water, fuel sensors and all related environmental systems
- 24x7x365 manned security operations center (SOC), designed to provide both on premise and remote cyber security monitoring
- 24x7x365 armed guarded mantrap with smart chip RFID keycard access card, biometric and personalized access code
- Armed security guards at designated stations at critical access points throughout the facility: (i) Front gate entrance (ii) main building entrance (iii) rear service entrance (iv) roving armed guard thought out the property and building
- Property will be surrounded by (2) 12ft steel fences with trenches designed prevent a large vehicle from breaking-in to the property

## Facilities Infrastructure

- Raised floor
- Raised floor loading: 225 lbs. per square foot, featuring increased lateral load dispersion capabilities
- (2) Loading docks
- Customer equipment staging area

- Equipment storage area
- (1) Freight elevator
- Separate passenger and freight elevators in multi-story facilities

## Fiber Infrastructure

- Four secured fiber vaults located on the extreme points of the property line with (8) 4" conduits in each vault
- All fiber optic cables enter via conduits that terminate in specific locations called 'Meet-Point Rooms'
- Unlike traditional meet-me rooms, CTEX's 'Meet-Point Rooms' house our CORE service delivery platform and serve as the center for interconnectivity within the building for all CTEX customers.
- No connections take place directly between customers – all cross-connects are carried out by means of our Service Delivery Platform and CTEX personnel

## Power Management

- Fully redundant commercial power feeds
- Lighting based 100% on LED technology with active presence detection
- A/C for people space will be with active presence detection
- Increments of 20-AMP circuit AC 110V or 208V CPS-backed power
- DC branch power circuits from 20-AMP to 100-AMP, -48V
- DC bulk branch circuits from 200, 400, and 600-AMP, -48V
- Backup power provided through Continuous Power Systems flywheel technology
- 2N+1 core mechanical and electrical design with no single point of failure

# TECHNICAL SPECIFICATIONS – CONT'D

## Environmental Controls and Fire Suppression

- Reciprocating chillers, provide redundant chilled water
- Availability of onsite reservoirs of fresh water to supplement loss of chilled water supply in the event of an emergency
- Programmable, addressable electronic detection system of individual detectors connected to central control panels
- Smoke detectors provided on colocation floors, communication equipment, mechanical and electrical rooms

## Natural Disaster Protection

- CTEX is located 60 meters above sea level
- The building and core systems are designed to run 100% autonomous for up to 10 days (refueling required thereafter) Sleeping corridors, food & water for critical employees are also provided
- Roof slope is designed to aid in drainage of rain-water in excess of 100-year storm levels assisted by 15 rooftop drains. All roofing is designed with a pitch to capture natural rain water, channeled via gravity to ponds and water channels surrounding the property
- Designed to withstand a Category 5 hurricane with 12 million pounds of roof ballast and windowless 8" thick solid concrete exterior panels

## Access to External Network Connection

- Multiple wide-area network connectivity options available in meet point rooms
- Fiber available from most major land and under-sea network service providers

## Service Level Guarantees for Power, Temperature and Humidity:

- SLAs for Power and HVAC guarantee 100% availability, with no exceptions for maintenance

## Security and Access Control

- Smart chip RFID keycard access, biometric and personalized access code for entry to facility, mantraps, elevators, colocation, workgroup and file storage areas
- Over 200 passive infrared heat sensing pan-tilt-zoom IP high-resolution cameras throughout the property
- Location based RFID technology enabled on all badges
- Access to colocation floor limited to authorized personnel
- Access to customer colocation space is controlled via a card access system
- Alarm points in the system are integrated with cameras throughout the facility to record events
- Video recordings of before, during and after events are stored on redundant digital video recorders for analysis of events
- A guest/customer access management system will be used to control who and when customer/guest enter the facility. Customers can setup through CTEX portal access, control lists for vendors and technicians
- Guard check-in tags will be used to track all checkpoints
- Five day pre-clearance required for all visitors/guests

# WHY CURAÇAO

## ONE OF THE WORLD'S BEST KEPT SECRETS

Curaçao has a diversified economy based on earnings from the island's oil refinery, remittances from the Netherlands, offshore banking, other services, trade, and tourism. Curaçao operates the largest dry dock in the region at its bustling, well-equipped port in Willemstad, which serves as a major regional transshipment center and cruise port. For its size, the island has a considerable diverse economy which does not rely entirely on tourism as is the case with most other Caribbean islands.

For centuries the island has leveraged its strategic geographic location to be a vital trade hub linking European Union countries (Curaçao is part of the Dutch Kingdom) with North, Central and South American destinations and others throughout the Caribbean.

Curaçao has positioned itself as one of the world's leading e-commerce hubs. A special law named the National Ordinance Agreements by Electronic Means is in effect, establishing the legal principles for the conduct of e-commerce and the processing of electronic transactions.

'E-zone' status can be obtained outside the traditional physical free trade zones. Special tax legislation for international companies that qualify for establishment in privileged E-Zone areas are available. Features thereof are payment of only 2% profit tax, no



Safely located outside the traditional hurricane belt - 50 year hurricane tracking chart

import duties or sales tax and expatriate entitlement for employees including a special income tax regime. Additionally, Curaçao has strict policies considering the confidentiality of client data.

Located outside the traditional hurricane belt, being part of the Dutch Kingdom and having a neutral relationship with neighboring countries make Curaçao one of the safest locations in the world to house your company's critical information assets.



# BUILDING A UNIQUE COMPANY

We are an employee owned company. One of our key objectives is to instill a culture that uses diversity as a limitless source of learning opportunities and a vast source of ideas whose richness is simply unmatched. At the heart of our culture is our collective experience and understanding that our ability to learn, and rapidly translate that learning into action is our ultimate competitive advantage.

Core to our culture are five key factors that we will continue to adhere to as we evolve our company:

- 1 Strive for continuous quality improvement - 'we learn, we adjust, we grow, we learn, we adjust we grow'
- 2 A relentless competitive philosophy to everything we do
- 3 Our customers and their needs are center to everything we do and ultimately define the success of our company
- 4 Great innovative ideas come from everywhere – our partners, our colleagues and our customers. We must adapt accordingly
- 5 Attract, retain and nurture the best talent in the industry and across the region

Customer satisfaction and retention is paramount to our success and the most critical aspect of ensuring sustainable revenue growth. CTEX recognizes that if it doesn't give its customers good reasons to stay, competitors will give them a reason to leave.

**Focus on Customer Loyalty** - delighted and loyal customers will return for follow-on business without considering competitive alternatives. CTEX recognizes that customer loyalty is a major contributor to sustainable profit growth - and to win customer loyalty, the business must satisfy customers repeatedly.

**Partnering with Customers** - customer connection comes from involving customers and partnering with them. Partnering with customers represents CTEX's capacity to anticipate what customers need even before they know they need it.

We understand that the purpose of our business is to create customer value and retain our customers. By retaining our customers in a cost-effective manner, CTEX will meet and exceed its earnings targets while continuing to survive and thrive, ultimately having a significant positive impact on Curaçao's economy.