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LINX NOC – 10 Year Anniversary

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19th November 2026

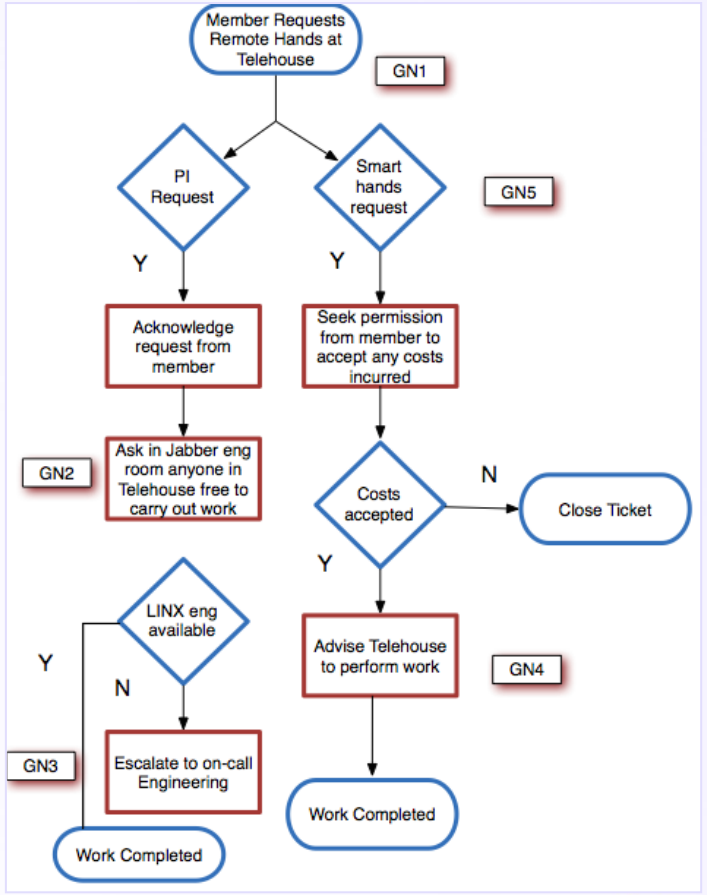
How NOC Function Started at LINX

- NOC functions handled by on-call engineers
- Alerts and incidents managed alongside engineering duties
- Suitable for a smaller network and lower traffic levels
- Limited dedicated operational coverage



Moving to an Outsourced NOC

- Netsumo - First outsource NOC
- Primarily call handling and acted as the first point of contact for member issues out of hours
- Escalated problems by paging the on-call Network Engineer
- Had separate ticketing system
- Limited direct operational involvement



Moving to 2nd Outsourced NOC

- Allegro - Second outsource NOC
- Service Management (member support faults)
- Event Management (member port alarms, route collector sessions, MAC AC changes, chasing oncall/2nd line)
- Had access to our ticketing system



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In-House NOC

- Initially 6 NOC Engineers joined us in November 2016
- Built a team with the right mix of operational experience and the enthusiasm of people new to the industry.
- 12-hour shifts based in London office
- Two NOC Engineers on nights, one on days
- Fewer exchange locations
- Lower traffic levels
- Different tooling and monitoring



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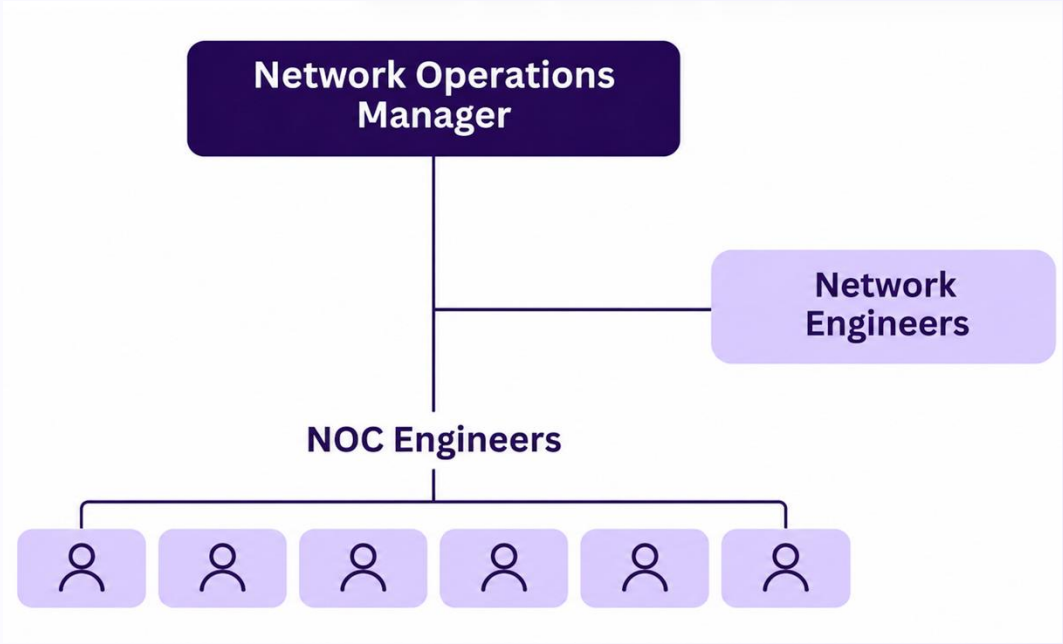
NOC Focus

- Focus areas of our 24/7 NOC service
- Service Management (member faults)
- Event Management (network alarms)
- Incident Management (support 2nd line)
- Change Management & Planned Works (support to LINX 2nd line)
- Provisioning Requests / Fulfillment
- Supported by Network Engineers, automation and tools (including a new ticketing system)



Challenges

- Operating with small team
- Scaling monitoring as traffic and sites increased
- Managing alert noise vs meaningful alarms
- Coordination across engineering, IS, security and members
- Automation vs manual processes



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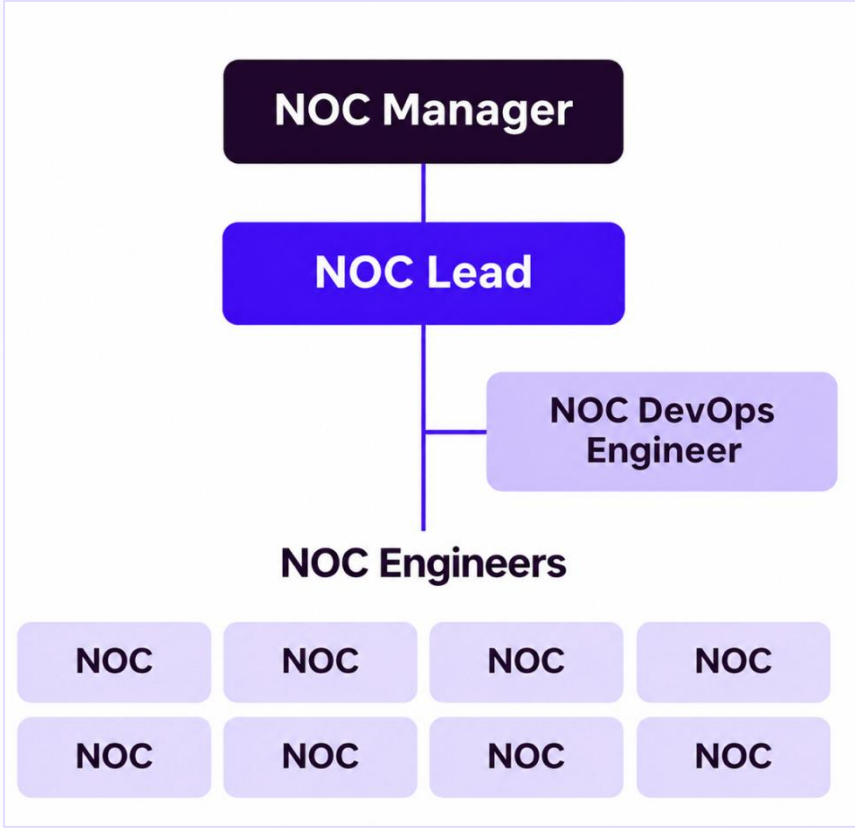
Maturing the Desk: Capability, Scale & Devops

- Taken on first line alarms for IS and Network Engineering (no more pagers)
- Full transition of provisioning function into the NOC
- NOC team trained to assist with hands and eyes in the evenings to assist on-call engineer
- Integrated collaborative operational support pipeline alongside LINX engineering, sales, finance, software and internal systems
- Team grew from 6 to 11 (8 on shift and 2 on days) plus NOC Manager, Sion Hopes



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The Hands on the Wheel: LINX NOC in 2026



Dimitri Loizou
Senior NOC Engineer



Stephen Ellis
NOC Team Lead



Kamil Lusio
Senior NOC Engineer



Steve Stear
NOC DevOps Engineer



Antonio Rodrigues
NOC Engineer



Henry Edwards
NOC Engineer



John Cory-Wright
NOC Engineer



Mariya Todorova
NOC Engineer



Arpad Antal
NOC Engineer



Daniel
NOC Engineer

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Self-Sufficiency & Scale: The NOC in 2026



- Team growth since 2016
- Building expertise within the NOC
- Overhauling operational processes
- A full suite of runbooks for operational efficiency
- Collaborating with technology, sales, marketing and finance teams
- Network performance and health monitoring
- Maintenance coordination
- Operational escalation point for LINX services, security issues
- Progression path to Network Engineer

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A Decade of Transformation

- Peak traffic growth from around 2–3 Tbps to 12.5 Tbps
- Significant increase in member networks
- Vendor changes on multiple LANs
- Subnet renumbering on LON1
- Delivering significant service changes during COVID
- Collaborative agreement with Asteroid in Nairobi and Mombasa
- Expansion of exchange locations to four continents
- Transition from 1G → 10G → 100G → 400G connectivity
- Expanded services portfolio including Private VLAN, cloud services and MAPS



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From Handover to Handover: Operations in Motion

07:00 – The Torch Pass - Intelligence transfer and night-shift briefing on emerging network trends.

09:00 – The Strategy Huddle - Engineering Operations stand-up to align day-shift priorities with core infrastructure goals.

10:30 – The Human Element (Sales & Finance) - Collaborative troubleshooting with Sales and Finance for seamless member onboarding and port provisioning.

13:00 – Boots on the Ground - On-site data centre attendance for preventative maintenance and hardware optimisations.

15:00 – Strengthening the Community - Direct technical support and community-focused communication regarding circuit performance.

18:30 – Setting the Night Up for Success - Validation of outstanding alarms and comprehensive documentation of the day's interventions.

19:00 – The Full Circle - Formal transition of network oversight to the night shift to ensure 24/7 reliability.

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The Next Decade: Scale, Intelligence & People

- Will likely bring more change:
- Continued automation and tooling improvements
- SOC functionality merged into NOC
- Predictive monitoring / AI-assisted operations
- Continued traffic growth
- Higher-speed connectivity (400G → 800G → 1.6T)
- Supporting an expanded exchange footprint and a larger product portfolio
- Continual development of NOC Engineers



Thank you!

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