



CEO Update



Kurt Erik Lindqvist

CEO

Thursday 22nd February 2024

LINX121





2023 Summary



2023 Summary

- We received the licensing for LINX Nairobi and went live at the end of the year.
- **Digital transformation**, a lot of work was done on self-service and member facing automation.
 - All port-based member SS and hybrid SS completed.
 - IX-API integrations implemented into LINX systems and tools for each relevant version.
 - IX-API with Cloud and MAPS implemented.
 - IX-API PVLAN, CUG services provisioning and cancellation with our OMS implemented.
 - The investment in self-service and automation can also be seen the uptake of usage of the self-service tools

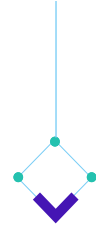




2023 Summary

- As well as in the shift from manual to usage of self-service we saw good results again from our membership survey.
 - A number of interesting member interviews were conducted to analyse Member Experience.
- **Security**
 - ISO27001 re-certification in August 2023.
- Products
 - MAPS has been deployed in NoVA and Manchester
 - Launch of Private VLANs between ports of the same member





2023 Summary

- **Network & Capacity**

- LINX Nairobi: Completed the new IXP build in Nairobi, the site is now live and covering the 3 data centres (IXAfrica, iColo and ADC).
- MA5 site: Completed the build of the 5th site in Manchester.
- OpenBGPd ideployed on Manchester, NoVA and LON2.
 - Enables us to have both route server platforms available for MAPS deployment, providing vendor resiliency as well as allowing us to deploy MAPS on existing OpenBGPd based route servers.
- NoVA redesign: Refreshes hardware to more cost-efficient Nokia solution, providing additional member connect capacity and ISL capacity between sites. Member migration in Q1-2024
- LINX Scotland is migrated to Edgecore/IPI solution from Extreme
- Core3-IN2 upgraded to facilitate 400G member growth.
- A lot of various ISL upgrades
- JEDIX capacity upgrade





2023 Summary

Pre-Audited results



	2023 Actuals	2023 Budget
Revenue	19.4M	19.3M
COGS	-5.4M	-5.3M
SG&A	-11.5M	-11.5M
Depreciation	-2.2M	-2.4M
NET INCOME	0.1M	-0.05M





Update since last

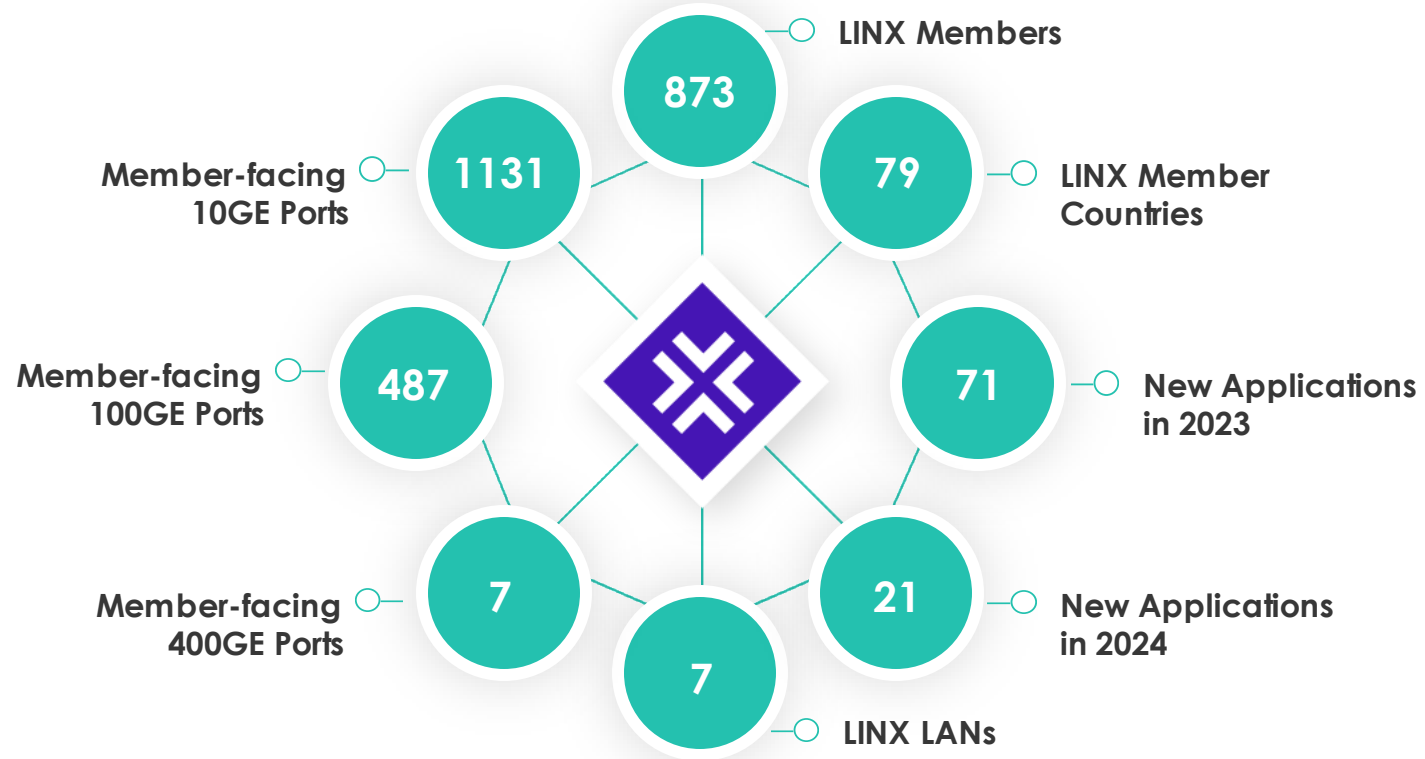


LINX Statistics

19th February 2024

1771
Connected Member Ports

9.229Tbps
Peak Traffic



887
Member ASNs

62.956Tb
Connected Capacity



• New Starters

- Tom Lloyd-Roberts – Digital Marketing Specialist
- Sudha Aramugam - DBRE

• Leavers

- Jeremy Orbell – Senior Marketing & Communications Executive

• Vacancies

- Process Improvement Manager - Compliance and Assurance





LINX Nairobi

- Operational!
- The team held a LINX week in Nairobi in January meeting with many local networks and partners
- 14 Applications / Orders
 - Two resellers





LINX NoVA

- 10 Year Anniversary!!
- Following network refresh, we are seeing an increased demand for 100GE Ports!

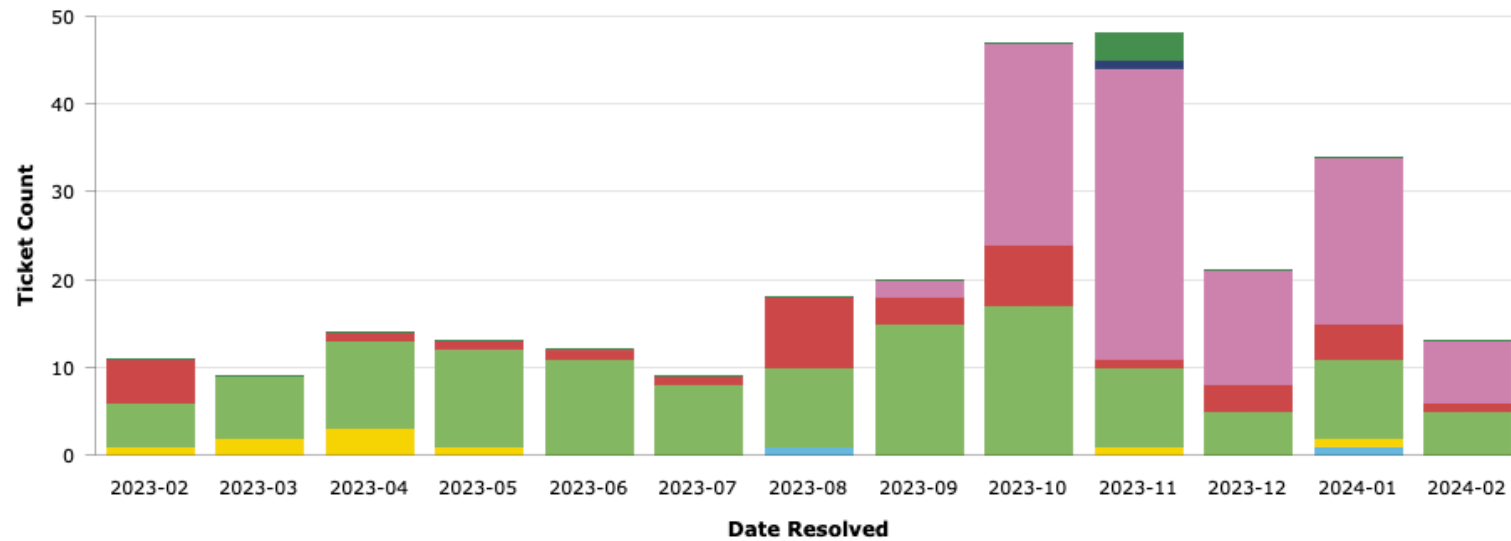











Fulfilment

Member Self-Service

Self Service by Product/Month, Year Rolling



-  Closed User Group
-  Cloud Connect
-  Connexions
-  MAC Address Change
-  Member Port
-  Peering Service Cancellation
-  PVLAN

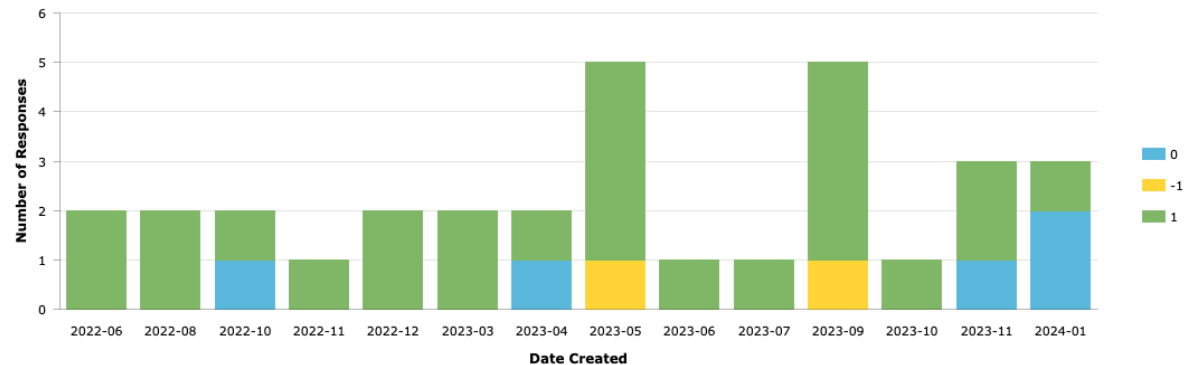
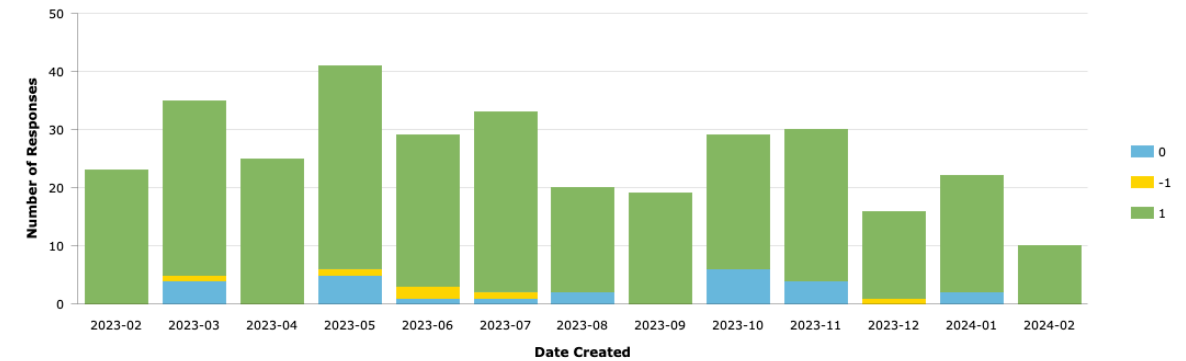




Feedback

- We track feedback on all our public ticket queues
 - These are reported on monthly
 - Comments are read and published internally

Support/Provisioning Feedback (1 = Good, 0 = Ok, -1 = Not Good)





LINX MoU.....



LINX MoU

- May 2023: Vote on change to membership obligations
- Nov 2023: We voted again to complete the changes from May 2023 and make the MoU coherent

- Why twice?

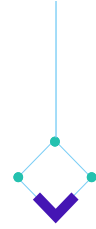




LINX MoU

- The LINX MoU has evolved over time through amendments, edits, changes etc
- Had some issues already from the start...
- The MoU serves as
 - Core part of our corporate governance
 - Our Terms and Conditions
 - Technical specification
 - Service specification
 - And to some extent part of our order form
- The MoU is also (or no longer) structured
 - In a way that makes dependencies or flows easy
- It lacks definitions and grouped clauses





LINX MoU

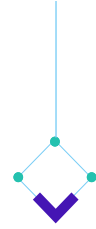
- All of these issues makes the MoU hard to review, and change
- This increases the risk for oversights as we saw last year
- We are evaluating what the best action is to manage this





LINX Strategy

2023-2025



Strategy Sessions

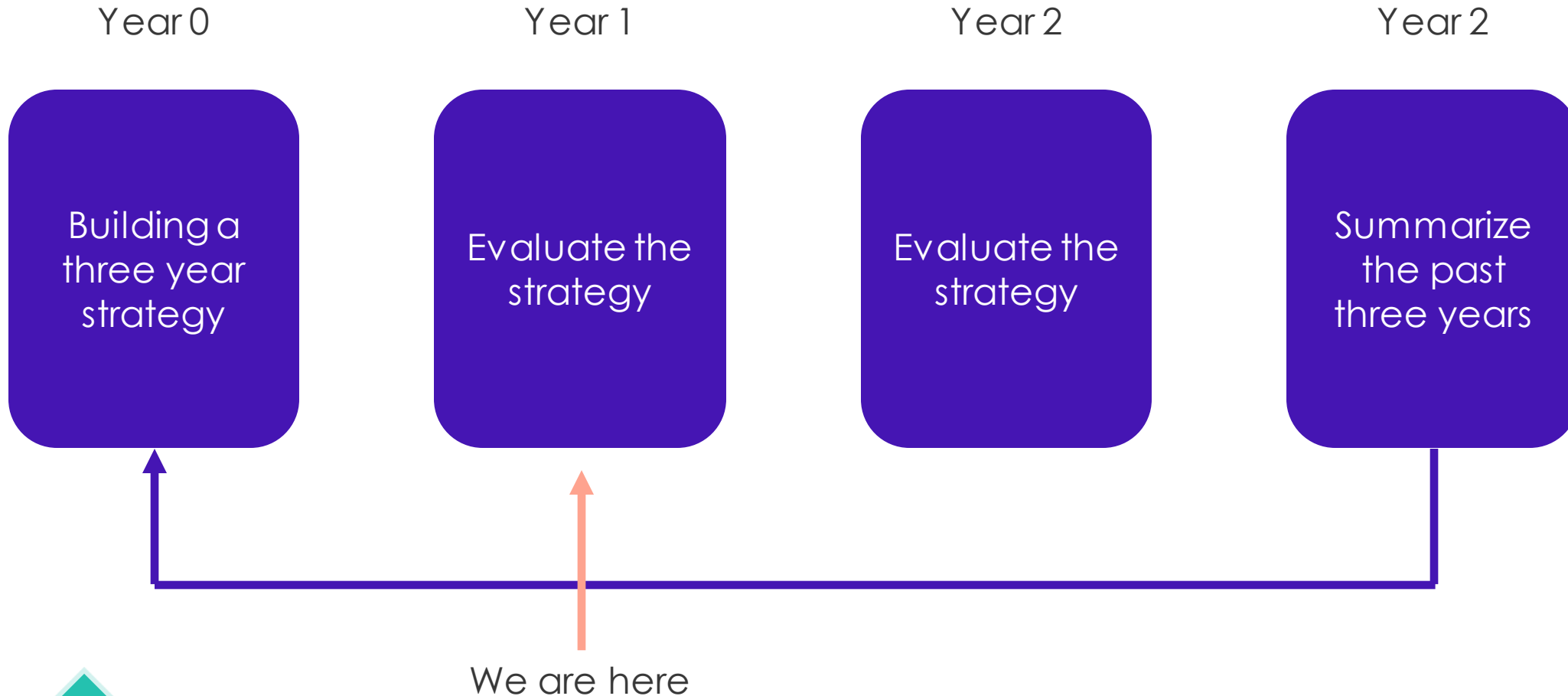
- Again holding strategy sessions with the membership for those who missed the previous ones
- In-person held this morning, virtual session next week
- These are the exactly the same presentations as in August

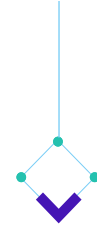




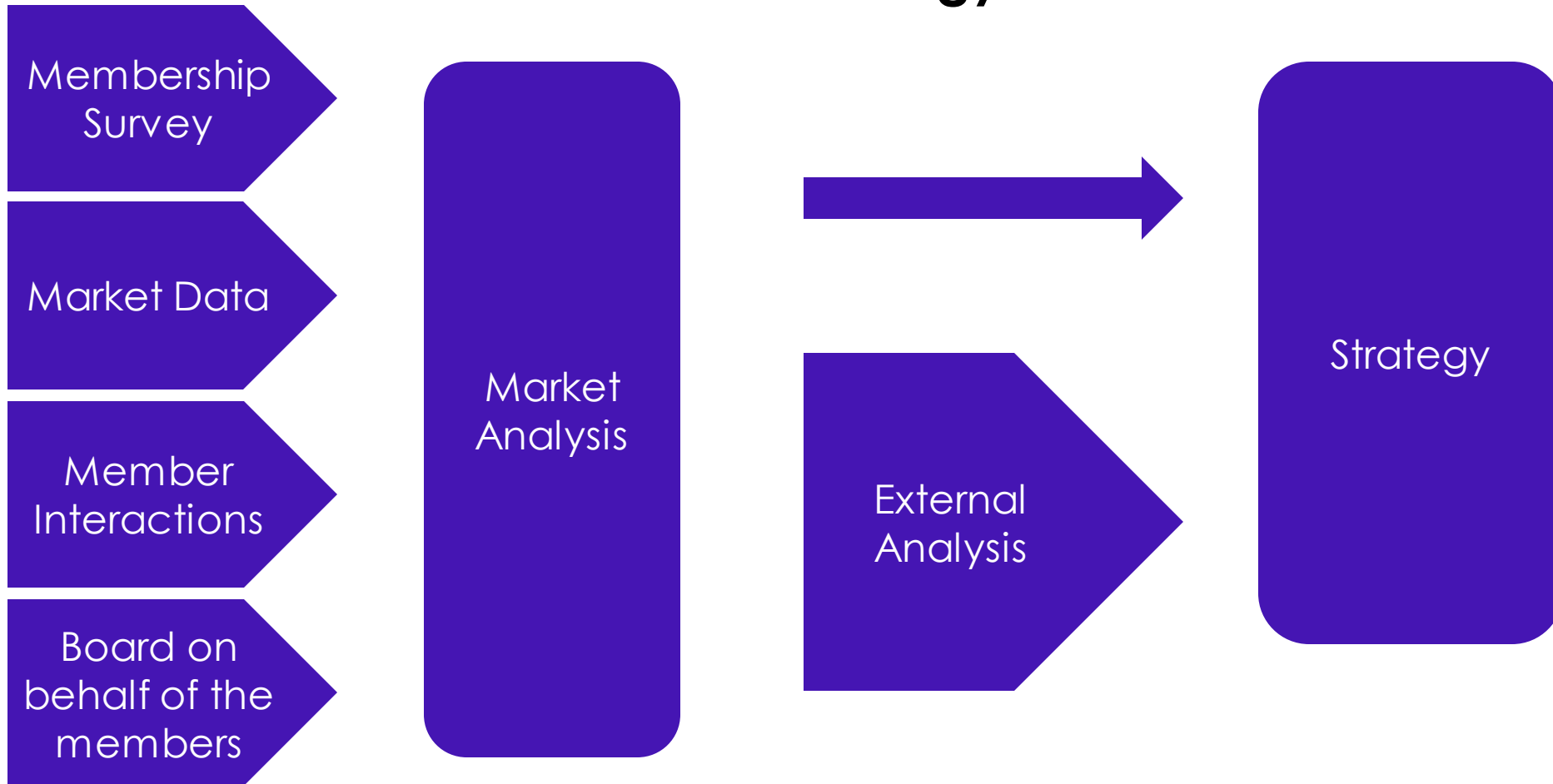
LINX Strategy cycle

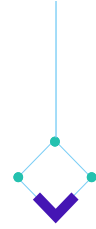
Board strategy sessions are held in March each year, with the attendance of SMT and relevant staff





LINX Strategy Process





2023-2025 Strategy

- Strategy builds on three pillars
 - The first two are looking to strengthen our current operations and competitiveness the third is forward looking exploration
- These are not equal in weight or size and neither are the supporting actions
- Strengthening and growing our current business will ensure continued value for all members
 - Will build on our economies of scale to delivery services
- Optimising our products and operations further will ensure we deliver the services members want
 - Will ensure that we can scale for the future





2023-2025 Strategy

● Sustain

- Pricing Strategy
- Service Quality
- Attractiveness
- Geographical Expansion
- Our Partnerships
- Membership relations
- Market place development

● Optimise

- Automation and self-service
- Effective employment of working capital
- Growth Scaling metrics and long-term goals
- Partnerships
- Business evolution
- Leverage synergies
- Compliance and risk management
- IXP standardised tooling

● Grow

- Edge Compute Networks
- Data Exchanges
- Edge / Cloud Router
- Co-location at more DCs
- Managed IXP
- Data analytics platform





[linkedin.com/company/linx/](https://www.linkedin.com/company/linx/)



[facebook.com/LondonInternetExchange/](https://www.facebook.com/LondonInternetExchange/)



twitter.com/linx_network



[youtube.com/user/LINXnetwork](https://www.youtube.com/user/LINXnetwork)

