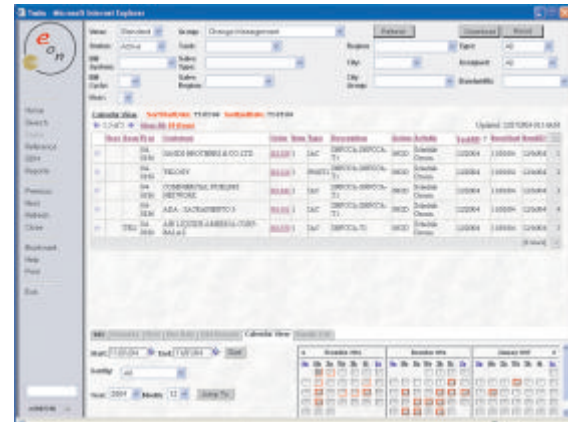


# Global Crossing EON



**Project: Global Crossing End-to-End Network (EON)**

**Duration: 1 Year**



## Short Description

Global Crossing's need was to develop an end-to-end network (EON) solution for its executives and customers. The solution was an automated global network inventory and management operations system that uniquely combined inventory and workflow to streamline the introduction of new IP services to the marketplace.

## Need

Global Crossing provides telecommunications solutions over the world's first integrated global IP-based network. The need was to develop an end-to-end network (EON) solution that was aimed at Global Crossing for the executives and the customers.

The need of such a system arose because there was no standard reporting mechanism that was being followed. Sometimes customers wanted to know the details of their Internet and Telecommunication connection. It was

difficult to get the required information at the appropriate time. The objective was to develop an automated system that would organize and manage Inventory and Management operations data.

## Challenge

Global Crossing's core network connects more than 300 cities and 30 countries worldwide, and delivers services to more than 500 major cities, 50 countries and 6 continents around the globe. The company's global sales and support model matches the network footprint and, like the network, delivers a consistent customer experience worldwide.

The key challenge was to understand and locate all the data. All information and reports were lying on various machines and moreover, at times conflicting reports were available. To understand the requirements and features involved vigorous brainstorming. The result of the discussions was listing and outlining ways of

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simplifying the system and structuring to organize the data in a meaningful way.

## **Solution**

The solution was an automated global network inventory and management operations systems known as an end-to-end network (EON) that uniquely combined inventory and workflow to streamline the introduction of new IP services to the marketplace. This system contained all information and data regarding the Inventory, Sales Orders, and data required by Global Crossing customers that could be accessed as per need. A standard format was identified, existing inconsistencies were done away with, missing data was searched for and all data was consolidated into a robust online application.

## **Technologies Used**

- Programming languages: Frontend, JSP, Java
- Platform: Windows Environment
- Database: Sybase
- Documentation: Microsoft Word, Microsoft Excel, Microsoft Powerpoint

## **Benefits**

The automated global network inventory and management operations systems proved to be truly beneficial for Global Crossing as it gave them both cost and time advantage. Below is an excerpt from the Global Crossing Website that brings out the fact.

### ***Excerpt from Global Crossing Web site***

EON has played a significant role in transforming the traditional IT function into a service operational cost advantage and market differentiator for Global Crossing and its customers alike, speeding the time it takes to bring new products and services to market. EON has become the catalyst and foundation of IT fundamentals that link converged IP communication services to best-in-class performance, reliability and customer experience.

"As a result of using EON, our network provisioning intervals improved in excess of 70 percent," said Dan Wagner, Global Crossing's chief information officer and executive vice president business infrastructure. "In addition, our overall customer satisfaction scores improved through the third quarter of 2004 as compared with the 2003 scores."