



A leading manufacturer of medical devices for the treatment of patients suffering from respiratory disorders needed a high performance backup network with global reach for redundancy and failover to alleviate availability issues it had encountered when connecting overseas locations. In addition, it wanted an IP network infrastructure built on MPLS that could be leveraged to support additional IP-based applications for its growing voice and video business needs.

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Leading Medical Devices Manufacturer

North American medical devices manufacturer transitioned from a six-site frame relay solution to a 24 site IP VPN using Global Crossing IP VPN Service as part of a corporate-wide business continuity plan for redundancy and backup/failover. Because Global Crossing IP VPN Service is based on MPLS, the network was an ideal choice to support the bandwidth requirements of IP video as well.

THE CHALLENGE

In the medical devices marketplace, there are few things as critical to success as the reliability and performance of a communications network. Downtime is not only disastrous for the flow of campus-to-campus internal communications, but can also have an irreversible impact on the business in an industry where competition is intense.

The North American manufacturer, in global expansion mode since 2001, most recently acquired new locations in the UK and Ireland. In addition, the company maintained facilities in China, the Philippines, Japan, France and Germany. Global expansion prompted the company to look for a network solution that would support its global acquisitions and the business challenges that came with them. For example, some of the recently acquired businesses had built their own distribution channels, which now had to be supported by a truly flexible network where sites could be added with little or no disruption.

In addition, the company's global implementation of an enterprise optimization software solution was underway in Europe and Asia so reliability was quickly becoming an issue. The manufacturer was using

ISDN circuits as a backup solution in Germany and France and found consistent problems with providers not being accessible.

When the manufacturer first decided to implement a business continuity solution in 2001, the mission was twofold: one, create a backup network solution globally and two, distribute utilization among sites to prevent overload.

Initially the company used frame relay to serve as backup for six sites. But because of the lack of flexibility inherent in a point-to-point nature frame network, two years after implementation, the company migrated to Global Crossing's IP VPN Service for backup, realizing it would provide a highly flexible, usage-based solution built on MPLS that could scale globally to support the increase in sites critical to their ever-expanding operations.

In landing the Global Crossing IP VPN service into its disaster recovery center, which is connected by single mode fiber to corporate headquarters 30 miles away, primary connections to all global sites have a failover infrastructure available in the event of an outage. The manufacturer's data redundancy and IP video-primary network now contains 24 global sites and will save the company approximately 15% on overall network costs alone.

As a company whose products are known for their ability to reduce costs while improving the effectiveness of patient medical care, another key factor for selecting Global Crossing's IP VPN Service was its ability to support additional IP services, and continue to impact overall network costs. Once the company decided on the backup network and saw how they could gain



redundancy and utilization advantages, the question was not how much does it cost but how can they leverage the backup network to lower costs elsewhere?

All signs pointed to videoconferencing, which had seen usage increase as a result of its newfound global presence. The company started putting in systems that were H.323 compliant from a few years earlier. Today it's in the process of establishing the Global Crossing backup network as a data network to transport IP video between sites regardless of location.

The company's cost savings hopes are not based on fuzzy logic. For more than a year the manufacturer has been ecstatic with the service quality and cost savings it has reaped from using Global Crossing's audio and video collaboration services. By standardizing audio conferencing, and implementing a single toll-free number for the entire global organization, the company has seen a cost reduction by approximately 75 percent

SOLUTION

In 2001, the company selected frame relay to serve as backup for six sites. But two years later, the company decided to move to Global Crossing's IP VPN Service for its scalability and IP-service enabling qualities. Global Crossing IP VPN Service, which is built on MPLS, provides the medical devices manufacturer with a reliable, usage-based service for backup and failover that scales globally to support the increase in sites critical to the company's ever-expanding global operations and future IP applications.

RESULTS

The company eliminated the unpredictability of relying on overseas providers to turn up backup service and gained a highly reliable global network that serves as the key component in disaster recovery solution. It can also be leveraged to support additional IP applications, such as IP Video, that will save the company 15% on its network total cost of ownership.

WHY GLOBAL CROSSING?

In an intensely competitive marketplace when the right technology-based solutions could quickly translate into increased market share, the benefits of using Global Crossing are clear: a Global IP network that consistently performs at 99.999% uptime, a flexible IP-based network that can be leveraged for multiple corporate-wide communications tasks and a rapid response account team focused on the right solution for its customers.