

## **VIRGIN TRAINS**

"Communications play an important part in improving the level of customer service. Global Crossing has been instrumental in helping us to migrate from the existing networks which served the rail industry when it was a single nationalized network to our new IP-based WAN which will meet all our future needs. Our focus is the customer and applications that allow us to operate more efficiently and enhance passengers' traveling experience. Working with Global Crossing enables us to get on with the job of running a rail service." - Jeremy Acklam, Virgin Train's IT Director

Virgin Trains operates two rail franchises, West Coast Trains and Cross Country Trains. The West Coast network operates from London Euston to the West Midlands, the North West, North Wales and Scotland. Cross Country, with Birmingham at its hub, operates services to the South West, the South Coast, the North of England and Scotland. Cross Country has some of the longest services in the UK such as 'The Wessex Scot' which travels the 470 miles between Glasgow and Bournemouth, and 'The Cornishman' which connects Dundee and Penzance, more than 700 miles apart.

As part of a five-year contract, Global Crossing is delivering fully managed voice and data networking services connecting 60 of Virgin Trains' locations throughout the UK. This encompasses the executive headquarters in Euston, the operational center in Birmingham as well as Virgin Trains sites at railway stations and offices across the country.

Global Crossing also manages Virgin Trains' voice network, which covers 1,500 extensions in railway stations and offices across the UK. Global Crossing operates a voice virtual private network (VPN) comprising over 300 private telephone exchanges that link all communities of interest in the rail industry. In excess of 65,000 subscribers from the train operating companies, Railtrack, freight operators and track maintenance operations have access to features and services typically associated with company voice VPNs. Through using this sector-specific VPN, Virgin Trains' employees are able to communicate within this closed user group using short-code dialing at cost-effective rates based on a fixed annual fee per extension.

### **Why Global Crossing?**

Virgin Trains benefits from Global Crossing's managed networking expertise to guarantee reliability and security on its network, which carries business-critical information central to the running of the organisation. At key locations, Global Crossing is providing separately routed diverse fiber links to ensure there is no single point of failure. Every kind of information - ticket sales and refreshment requirements for each journey, timetable enquiries, train-build documentation, and more - is carried on the data network.