



**Global Crossing Professional Services have evolved naturally from our history of providing transport and managed solutions.** To simplify the design and administration of your enterprise network while yielding significant cost savings, Global Crossing established itself as an industry leader in converging IP-based technologies. Our customers responded to our success with IP Convergence by asking for ongoing assistance after implementing network changes. Global Crossing Managed Solutions, including Global Managed Network Services and Global Managed Security Services, enable your internal resources to focus on strategic initiatives in support of your core business to positively impact your bottom line.

Recognizing the value of Global Crossing Managed Solutions **after** implementation, our customers began asking for professional services to assist with assessing and designing network, security and VoIP solutions, **before** implementation. The simplicity of converged and managed IP networks is ideal but we recognize that achieving the desired end state is not a simple process.

**Global Crossing Professional Services simplify the process of bringing convergence to your enterprise network, by providing the right expertise at the right time.** IP Convergence is at the very core of what we do - and we do it very well. Whether you're upgrading your network to convergence, enhancing your security, or deploying VoIP, get us involved early so the implementation process won't compete for the same resources that you need to keep focused on your core business.



## We Understand Your High-Level Objectives Already

Global Crossing always starts from a position of "What do you need?" instead of "Here's what we have." Every customer has unique needs and we'll start by asking questions to make sure that we understand yours before we start talking about solutions. Experience tells us that, at a high-level, you already have the following needs and expectations:

- Continuous uptime for your enterprise network
- Smooth transitions to next-generation technologies
- Optimized performance and security in network and applications
- Realization of greater revenues and/or reduced costs

## Let Us Help You with Your Network Now—Especially with Security & VoIP

Global Crossing Professional Services are focused on three practices that are well-matched to our core competencies and historical areas of expertise:

- Global Crossing Network Professional Services
- Global Crossing Security Professional Services
- Global Crossing VoIP Professional Services

More details on each of these Professional Services practices are available in separate brochures devoted to each one but our conceptual framework for each is similar:

- Professional Services encompass all of the non-recurring consulting and project management activities required to support any change in your network, both before and during implementation.
- After implementation, Global Crossing Professional Services can also provide a seamless hand-off to Global Crossing Managed Solutions for ongoing operational management, at your option.

Global Crossing Professional Services for Network, Security and VoIP include four complementary service sets follow your needs as they change over time...

- **Assess** what your network is today and what it needs to be in the future with **Consultancy Services**
- **Design** your next generation network and the path to get there with our **Technical Services**
- **Implement** your desired network changes with **Transition Management Services**
- **Manage** your network strategically and tactically every day with our **Managed Solutions**

## Experience the Value of Global Crossing Professional Services Risk-Free

Global Crossing is confident that our Professional Solutions will provide real value to you as you consider implementing changes in your network, including those pertaining to security and VoIP. We are prepared to demonstrate that value to your executive leadership by providing an initial four-hour consultation at no charge, with no further obligation required. For qualified opportunities, the Global Crossing Professional Services team will provide your executive team with the following:

- High-level assessment of your current infrastructure & network assets
- Understanding of your future network & applications objectives
- Discussion of potential solution designs based on preceding input
- Open discussion, including Q&A and potential next steps

## For More Information

For more information about Global Crossing Professional Services and Global Crossing Managed Solutions, please visit us at [www.globalcrossing.com](http://www.globalcrossing.com). Via an on-line form posted there, you may also **Request a Risk-Free Consultation** at no charge, with no further obligation.