

## CASE STUDY



*"About:Time for Exchange Server enabled us to get the right people at the right place at the right time with the right tools to do the job. It definitely is the right solution for us"*

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Director GIS Planning & Services  
Management

### Global Crossing

#### About Global Crossing

- Ø 4,000 employees
- Ø Provides IP based services worldwide
- Ø Revenues of \$1.85 Billion
- Ø Serves 600 cities in over 60 countries

### Situation

Global Crossing was faced with a growth business challenge. As a world leader in providing integrated, global IP-based networking to clients around the world, they faced increasing challenges in scheduling people and equipment to service a rapidly growing client base. Global Crossing serves integrated IP service to 700 carriers and Fortune 500 clients located in 600 cities in 60 countries. It was taking hours and days to schedule maintenance for critical technology used to satisfy their customers. With About:Time for Exchange Server they were able to get answers to their scheduling questions in seconds, lowering their costs while enhancing customer satisfaction.

### IT Architecture at Global Crossing

Global Crossing has built robust information systems to support their 4,000 employees. The company had standardized on the Microsoft architectures of Outlook and Exchange as part of the backbone communications applications throughout the enterprise. To better service its growing worldwide customer base, Global Crossing operated an industry leading customized Java based Provisioning and Inventory system that matched the business model of Global Crossing's best in class service organization.

### The Problem

Scheduling multiple resources, across multiple time zones, and getting the right engineers to the right job with the right tools and information was proving to be a difficult process and error prone with the rapid growth involved. Since inefficiencies here would result in an adverse customer experience, Global Crossing made the decision to invest in a enterprise wide scheduling and optimization system that integrated with their existing technical architecture. Resource allocation problems tend to be very complex even for a company like Global Crossing who maintains some of the best provisioning intervals in the telecommunications industry. They compete with limited resources, with physical restraints and sometimes what can be viewed by resources as opposing business objectives.

They needed an improved scheduling solution that had to be able to:

1. Use Outlook, Exchange, and Active Directory to

### Only About:Time for Exchange Server offers:

- Ø enterprise scalable scheduling
- Ø .NET web services based architecture
- Ø seamless integration with Microsoft Exchange
- Ø optimization algorithms that use domain reduction and constraint propagation
- Ø real time solutions to the most difficult resource scheduling problems

### Outcome

- Ø lower cost
- Ø increase effectiveness
- Ø increase productivity
- Ø higher customer satisfaction
- Ø more effective organization
- Ø fast ROI on investment

communicate throughout organization

2. Utilize web services to integrate with the existing Java based provisioning and inventory system

3. Provide advanced optimized solutions to difficult scheduling problems in real time

### The Solution

After extensively reviewing systems and options, Global Crossing selected About:Time for Exchange from eOptimize as the best fit for their business. About:Time for Exchange offers enterprise scheduling that optimizes solutions to difficult scheduling challenges. The About:Time scheduling engines utilize domain reduction and constraint propagation techniques to quickly come to a set of solutions in real time. About:Time integrates seamlessly into the Microsoft Outlook/Exchange architecture and because it is a web services based architecture it can integrate into other business systems. Without changing core assets, About:Time enabled enterprise scheduling to be integrated without interrupting staff and customers. It also could scale to the demands of a worldwide support organization operating many Exchange servers.

### The Result

The About:Time for Exchange system returned its investment within 5 months and increased customer satisfaction. Global Crossing was able to reduce staff, reduce missed appointments, and when the service team arrived it was with the right equipment and information. Future plans for About:Time include scheduling rooms, assets, and coordinating change management throughout the organization.

### ROI – Return On Investment

Ø 5 Months - Based on reducing 2 staff headcount plus other efficiencies

### Other Benefits:

- Ø Reduced Missed Appointments
- Ø Increased Customer Satisfaction

For more on eOptimize visit [www.eoptimize.com](http://www.eoptimize.com)

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