



case study: British Airways

the client

British Airways is one of the world's longest established airlines and has always been regarded as an industry-leader, with over 30 million people a year choosing to fly with the airline. British Airways' worldwide route network covers some 216 destinations in 94 countries with a fleet of 312 aircraft. The group employs more than 50,000 people in around 100 countries worldwide. British Airways is one of the founding partners of the oneworld alliance. The company has revenues of £7.6 billion (\$13.8 billion).

the requirements

British Airways (BA), one of the world's most prestigious and longest established airlines, selected Reliance Globalcom to design, implement and manage an Internet based IPSec VPN across 155 sites in a multi-year, multi-million pound deal.

the solution

Reliance Globalcom has delivered the solution, which incorporates ADSL access and appropriate back-up services across 64 countries in Europe, Africa, Asia-Pacific and the Middle East. By using multiple-carrier network we have delivered a cost effective solution in every country. We utilise around 80 different network suppliers to provide a solution aligned with BA's business requirements. The deal follows a pilot programme in which BA was impressed with the technical ability of our team, and the speed at which it was able to connect and configure a diverse range of sites. Additionally, this period allowed Reliance Globalcom's service-focused approach, aided by an unrestricted focus on the client's needs rather than the maintenance of physical networks, to shine through.

the benefits

"This is a landmark win. We have demonstrated that we provide the flexibility and cost efficiency that multinational enterprise customers are demanding from their suppliers. Furthermore, this deal is significant as it introduces a new network supplier in addition to the more established suppliers to the airline and travel sector."

**Andy Sumner, Managing Director UK,
Reliance Globalcom**

what the customer thinks of the solution

"We believe that Reliance Globalcom are a good fit with our model for IT service delivery and that they will sit well within our multi supplier framework. We are confident that the approach will deliver the high service levels, flexibility and lifetime costs benefits that our business requires to maximise its ability to remain successful in the 21st Century airline environment."

**Gordon Penfold, Head of IT Business Development and
Information Security at British Airways**

the Reliance Globalcom data business brings together the former FLAG, Vanco and Yipes entities to create a global managed solutions provider.

Reliance Globalcom delivers hybrid network solutions offering unrivalled reach, depth and breadth within a customer-focused managed service wrap. It offers a flexible combination of services to support the needs of multinational clients including low latency connectivity into developed and developing markets, global Ethernet VPLS and IP MPLS spanning key metros, and more than 750 off-net local purchasing relationships providing dense local access in every country globally.

Over 1400 enterprise customers and 200 carriers depend upon Reliance Globalcom to deliver business-critical network solutions, manage complex requirements, and deliver services to their businesses everywhere in the world.