

# Reliance Globalcom

## Enterprise Global Ethernet (EGE) Services

### Customer Focused

Reliance Globalcom offers a suite of fully-managed Ethernet-based network services that are developed specifically to address the rapidly evolving network performance requirements of medium to large enterprise IT organisations. Supporting industry leaders' requirements for next-generation enterprise applications, Reliance Globalcom has architected both its network infrastructure and its service support models to meet the most stringent customer demands.

### Global

Reliance Globalcom operates one of the largest native Ethernet-based telecommunications networks in the world, with points of presence (PoPs) in metropolitan Americas, Asia and Europe. In seamless coordination with other certified carrier partners, Reliance Globalcom extends service availability to any metropolitan market based on customer needs, providing transparent Ethernet services to enterprise locations around the globe. This global infrastructure allows Reliance Globalcom to seamlessly deliver Ethernet services to midsize and large multinational enterprises.

### Application Support

Many of today's enterprise applications are highly sensitive to the performance of the network services over which they run. For example, enterprise voice and video applications require the lowest network latency and jitter. However, each time a data packet requires processing, analysis, conversion, and/or routing, microseconds are added to the travel time of the packet. Because switched Ethernet is less process-intensive than routed TCP/IP, Ethernet-based networks offer a significant latency advantage over IP networks. This example highlights just one advantage of Reliance Globalcom's Ethernet-based network over other providers' networks.

### Reliable

Reliance Globalcom's comprehensive network design strategy is aimed at supporting the most critical of enterprise network applications.

### Services Portfolio

The Enterprise Global Ethernet (EGE) Services portfolio comprises point-to-point and fully-meshed services offered within metropolitan areas and also between metropolitan areas on a global scale. By deploying VPLS (virtual private LAN service) over an MPLS-based network core, Reliance Globalcom provides the reliability, security and ease-of-use of Ethernet along with the scalability, fully-meshed scheme, resiliency and quality of service (QoS) features of MPLS – an ideal platform for multimedia application convergence initiatives.

### Secure, Scalable and Flexible

Reliance Globalcom offers high-security by employing policy-based VLAN provisioning over dedicated ports. This ensures that an enterprise's proprietary data is never seen beyond the intended origination and destination points. And, given the inherent simplicity of Ethernet, Reliance Globalcom's network services are instantly scalable from 1 Mbps to 1 Gbps in 1 Mbps increments. This allows customers to adapt dynamically to changing business needs and market conditions.

### Bandwidth OnDemand

The Bandwidth OnDemand feature of the EGE Services portfolio allows customers to easily scale their bandwidth to meet the requirements of business-critical applications on an as-needed basis.

### Network Infrastructure

#### Core Network Technologies

- Globally-deployed BGP-VPLS (K. Kompella) mesh between 75+ POPs

#### Edge Network Technologies

- Native Ethernet (IEEE 802.3) or Ethernet II

#### Reconvergence Technologies

- Subsecond failover with multi-homed VPLS (MPLS) in network core and EAPS on metro

#### WAN Topologies Supported

- Point-to-point; multipoint-to-multipoint (full mesh)

#### MEF Service Types Supported

- E-LINE; E-LAN; EVPL

#### Physical Network Media Supported

- Fibre; copper; carrier Ethernet NNI

## Globalcom

### Fully-Managed

#### Service Provisioning

Reliance Globalcom offers Ethernet-based services that are fully-managed, meaning that Reliance Globalcom assumes responsibility for all aspects of the network services. Reliance Globalcom specifies, procures and provisions the equipment, and manages any third parties necessary to support the service. Via Reliance Globalcom's managed customer premise equipment, Reliance Globalcom's operations personnel gain complete visibility to the service during provisioning and testing phases.

#### Service Monitoring and Support

Post-implementation, the service is monitored 24x7x365 by Reliance Globalcom's network management centre (NMC). Our network engineers employ a range of industry-leading tools to respond to, and anticipate, service-affecting events. In most instances, the NMC's proactive approach allows Reliance Globalcom to remedy issues before customers notice a service disruption.

This service support model allows customers complete confidence in the availability and performance of their enterprise networks so that they can focus completely on maximising the efficiency and profitability of their enterprises.

#### Managed Router Service

With Managed Router Service, the security of the Reliance Globalcom VPLS network is extended all the way to the customer LAN. Reliance Globalcom will order, configure, ship, install, manage, and maintain ownership of the customer edge (CE) router, easing the cost-of-change for customers migrating from legacy technology networks. Additionally, customers can grow their network without growing their IT and operating budgets, and without incurring additional capital expense.

### Customer Web Portal

Reliance Globalcom offers an easy-to-use customer web portal through which customers can measure service utilisation, monitor Reliance Globalcom's network performance, confirm and measure against SLA metrics, view monthly invoices, and report service issues. These powerful web tools are important components of the comprehensive customer service support model.

### Service Level Agreements

Reliance Globalcom offers the most aggressive and comprehensive network service level agreements (SLAs) available in the network services industry. With a focus on problem escalation and remediation, Reliance Globalcom's SLAs ensure a standard process for near real-time notifications and resolution. Reliance Globalcom's SLAs provide customers with the confidence to deploy VoIP, videoconferencing, mission-critical ERP and CRM, electronic trading, digital image sharing, backup and recovery, and replication applications. Furthermore, Reliance Globalcom supports class of service (CoS) to prioritise customer traffic.

### Ethernet Services

#### Port Size Support

- 10Mbps; 100Mbps; 1,000 Mbps (1Gbps)

#### Data Rate Support

- 1Mbps to 1Gbps in 1Mbps increments

#### Physical Presentation

- 10BaseT, 100BaseT, 1000BaseT over copper, single-mode fibre, multi-mode fibre with RJ45, SC, LC connectors

#### Logical Presentation

- Transparent Layer 2 802.1Q VLANs, including "Q-in-Q" VLAN tag stacking

#### Data Schemes Protocols Supported

- Jumbo Frames, VLAN-specific ACLs, Multicast distribution, IP, IPX, AppleTalk, DECnet, RIP, OSPF, BGP, IS-IS, MPLS, VPLS, 802.3 Ethernet, 802.1Q, 802.1P, class of service (CoS)

#### Service Level Agreement Metrics

- Metrics are dependant upon Service Region and Service Class: 99.9-99.999% Availability; 99.99% Packet Delivery; POP-to-POP and End-to-End Route-specific Latencies; 1ms – 8ms Jitter; Installation and MTTR

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