

**Building the new IT
Organization:
Taking on Converged
Networks**

**Steven E. Schafer
Director, GIS Collaboration
and Network Services
Global Crossing**

Customer Situations

Company Overview

- 5,000 employees worldwide
- Providing IP and telecom services in 690 cities in 60 countries on 6 continents
- Customers: 40% of Fortune 500, 700 Carriers, Mobile operators, and ISPs worldwide

Current IT Environment

- Deployed Microsoft Active Directory, Metadirectory, SharePoint, Exchange, Office Communications Server, Cisco Call Manager, and traditional (non-IP) PBX and Call Center systems.

Business & IT challenges prior to the deployment

- Standardize and unify communications tools and processes for the employee base. Integrate these tools into our business processes to further enhance worker productivity and system efficiency.

Foundational Principals at Global Crossing

Unified Information

- ➔ Access to the right information, from any system, at the right times

Unified Systems/Tools

- ➔ Unify information and modes of communication to make the worker as productive and efficient as possible – reduce swivel

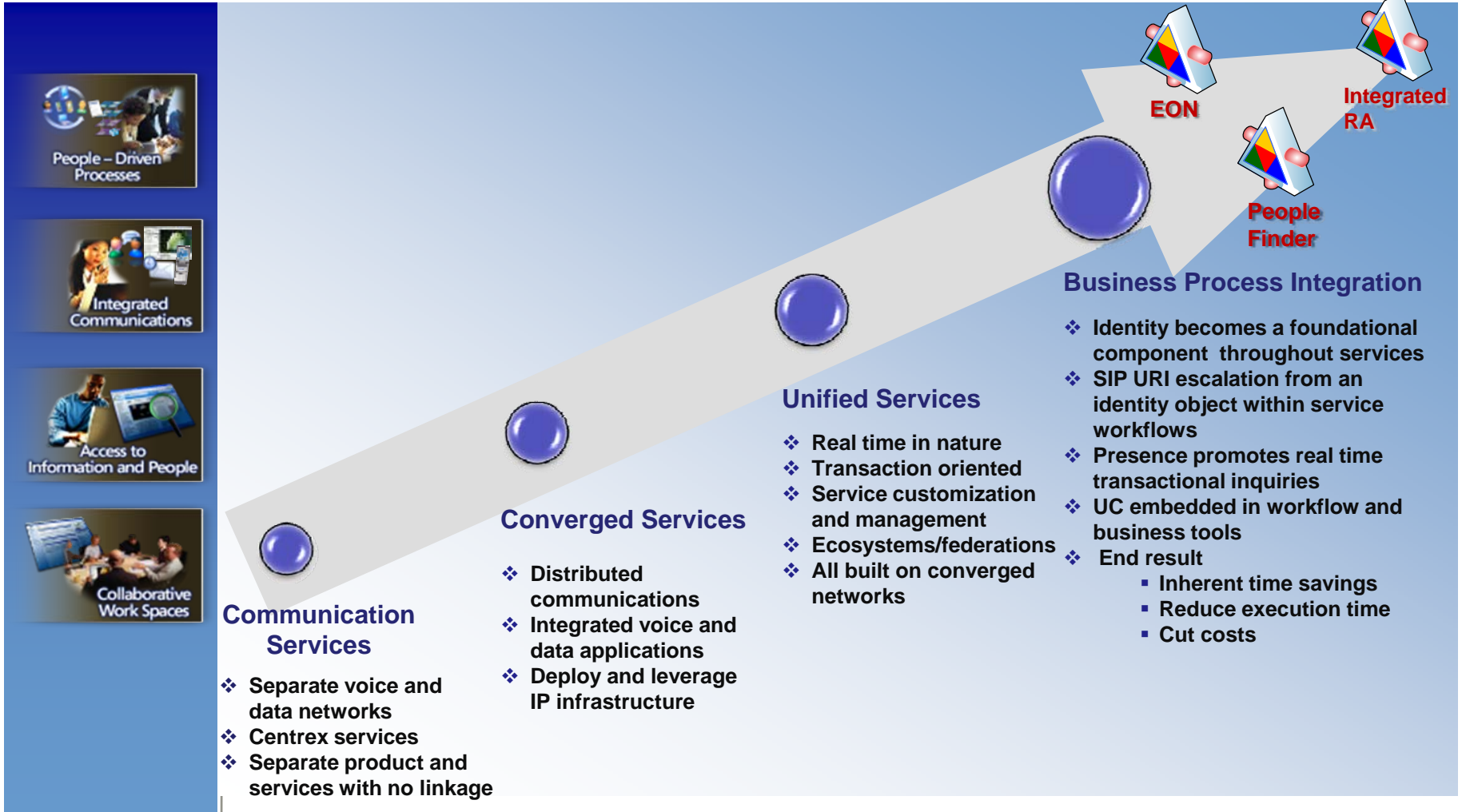
Unified Work

- ➔ Armed with information and tools based on “unified communications” to be able to contact the right people, at the right times, to accomplish the right task in the most efficient and effective means and modes possible

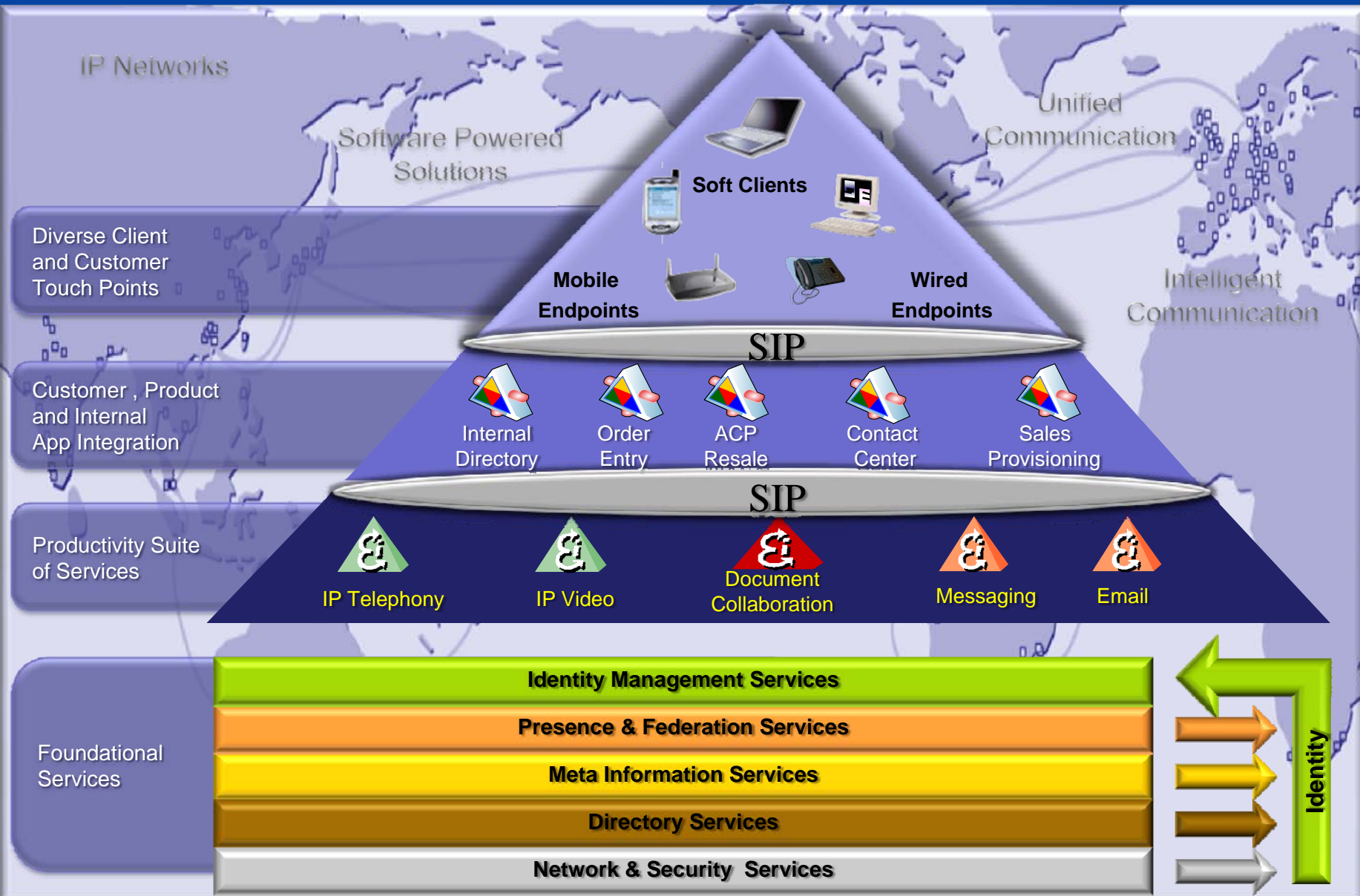
Enterprise applications are fine for executing normal transactions, but exceptions need Unified Communication capabilities.

- ➔ Exceptions are where the costs live.
- ➔ Handling exceptions has a exponential effect on efficiency and customer satisfaction.

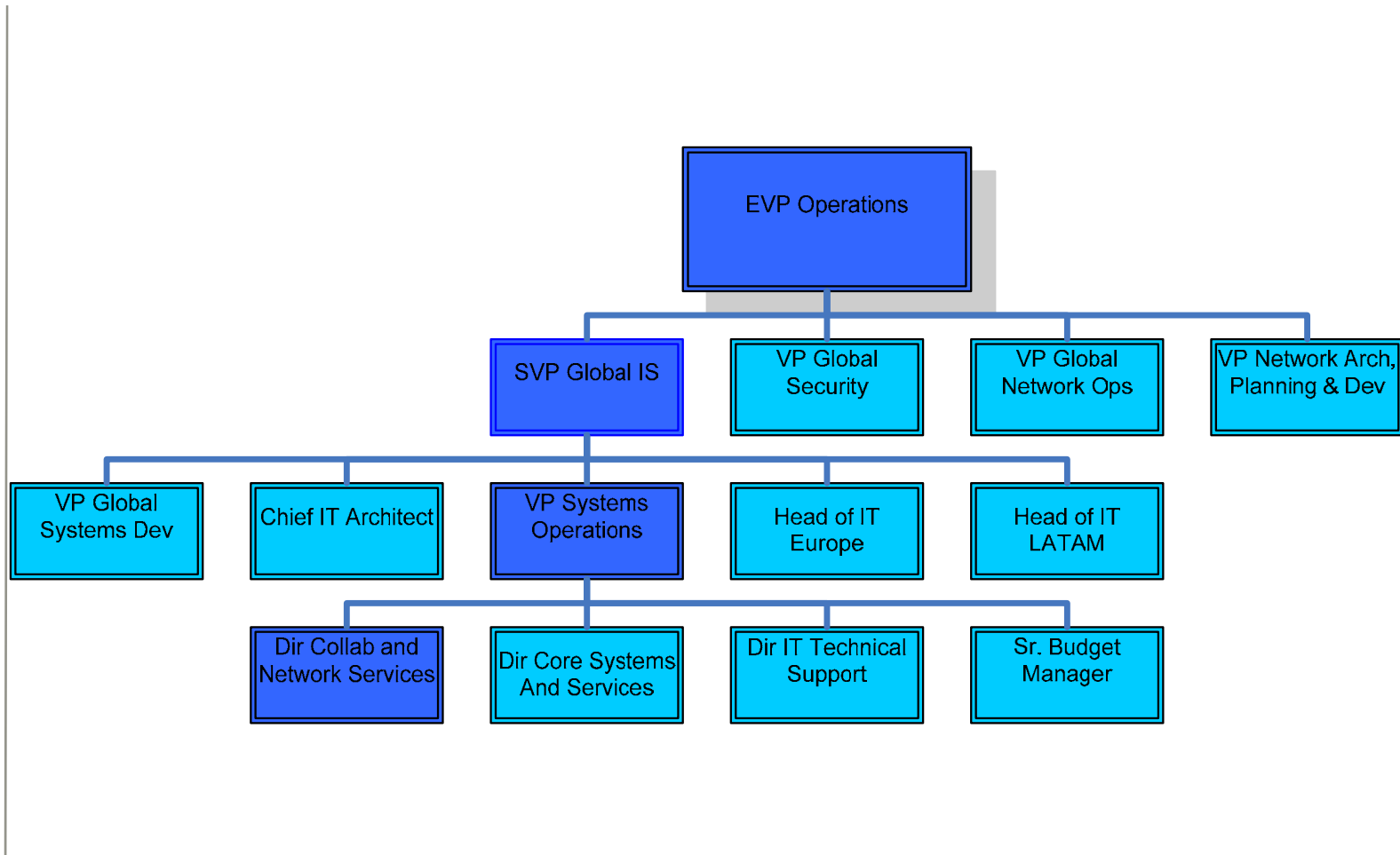
Global Crossing's Internal Unified Communications Deployment



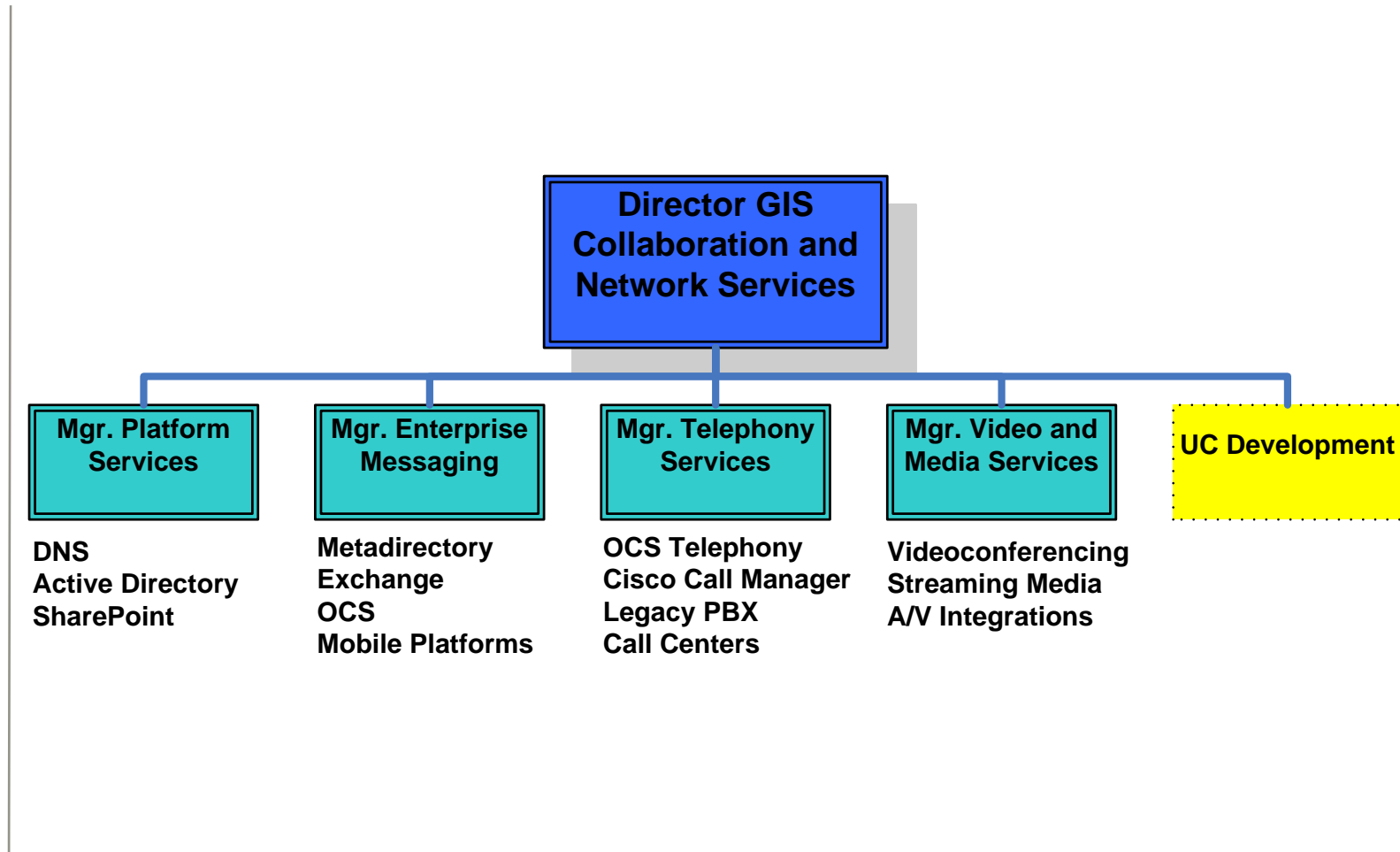
Driving Factors: Building the UC Organization



Global Crossing's IT Hierarchy



The Unified Communications Team



Conclusions

Key Takeaways

- Legacy Voice Team has a great deal to offer so careful integration and training is essential
- Make every member of the team a stake holder and provide growth opportunities
- Cross training is the basis for the next organizational evolution
- Maintain strong relationships with Security, Network, and End User Support teams

Benefits Realized

- 15-25% improvement in exception processing
- Cost Reductions
 - 30% in LD
 - 37% in third party collaboration costs
 - 20% in travel
- Reduced IT support costs