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Q
uestion

You're a telecommunications
company. Why do you talk so
much about people?



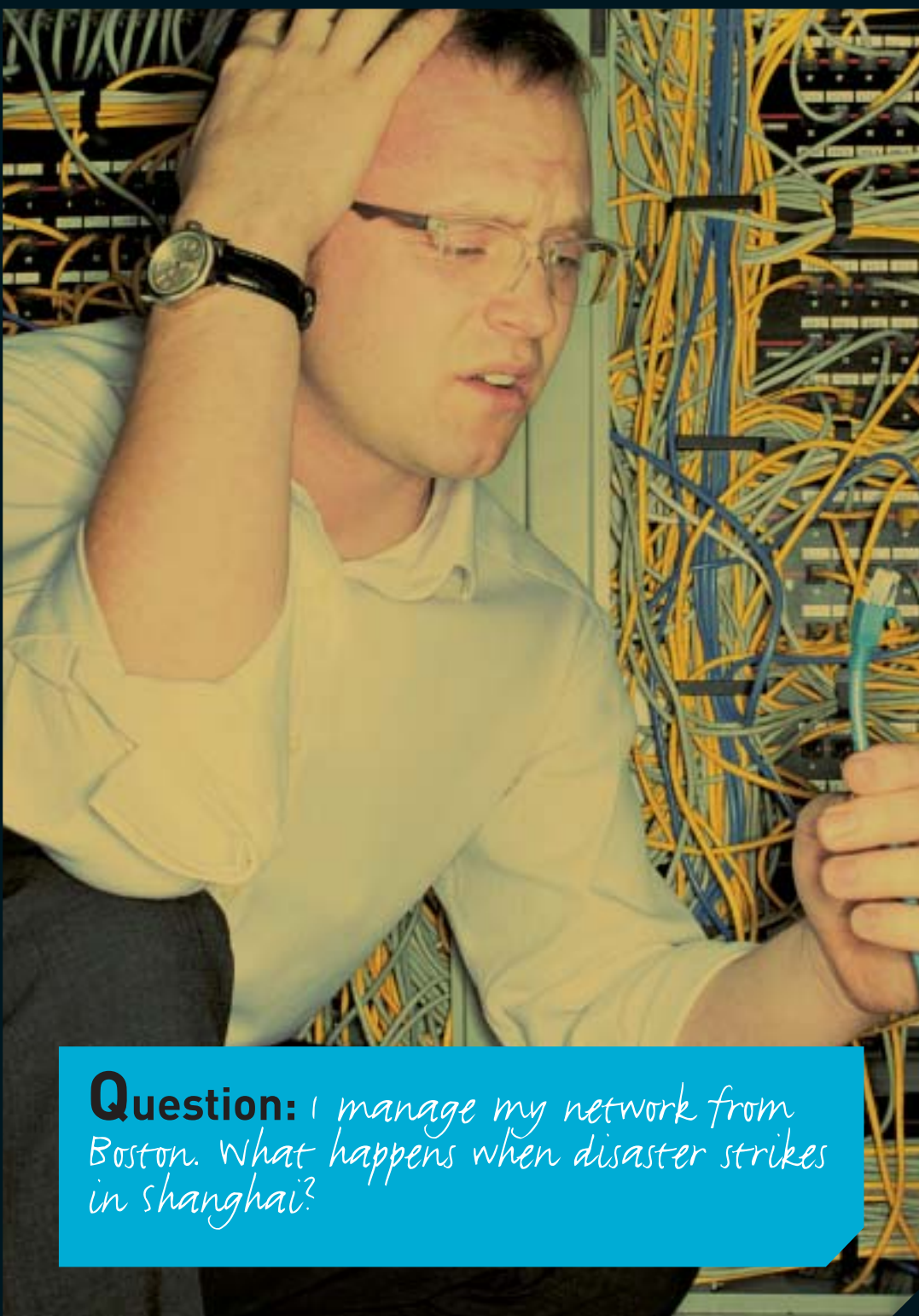
A nswer

Answer: Because it's
people who keep your
business running.



You know what we're talking about. It's not a network you want, it's **answers to your business challenges**. So while we do networks, our focus is on making your people more productive.

The ideas and information your people share are what **lets your business succeed**. So you need a partner who can deliver service and keep your business running wherever it is. In every country, in every office, down to every last server and router. On these pages you'll find out how we do it. Ready? Turn the page...



Question: *I manage my network from Boston. What happens when disaster strikes in Shanghai?*

Answer: Choose a partner with offices everywhere, and you'll find help is always close at hand.



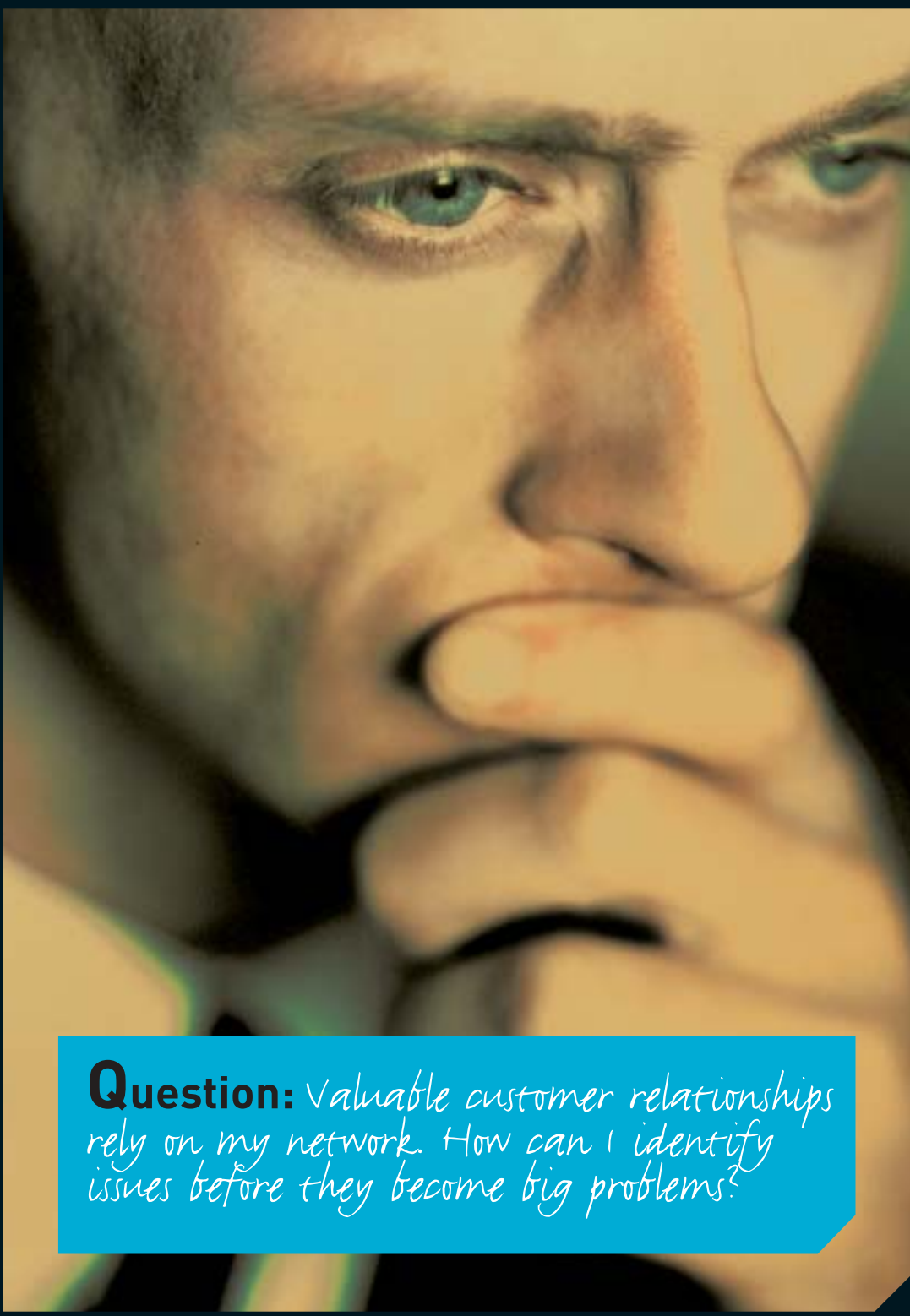
Another day, another equipment problem. A server in your China outpost isn't talking to a router, and nobody can send out today's reports because of it. At fault may be a single burned-out board, but you don't want to spend a day on the phone solving it yourself. **After all, you've got a business to run.**

Our Global Customer Support Centers are equally important. They give you a **single point of contact** for all your maintenance issues - worldwide. One team to deal with, ~~one set of contact details~~. The box in Boston is as covered as the server in Shanghai.

A Maintenance Agreement with Equant can fix it for you. Under a global SLA - an agreement that guarantees a timeline to restore any faulty product to working order - your equipment is **covered worldwide**. Just one contract with **one service partner** gives you access to over 3,000 engineers in more than 150 service locations, all ready to get to work on your equipment. Sign it in Boston and Shanghai is covered too.

And the equipment covered? **All the big names.** Cisco® Systems, Nortel® Networks. Dell desktop PCs, and IBM, Compaq and Hewlett Packard desktops and servers. And printers from Canon, Hewlett Packard, Epson, Oki, Panasonic, Texas Instruments, Dassault Systemes and Fujitsu. Plus equipment from practically any other source on a case-by-case basis.

Equant Maintenance Services



Question: *Valuable customer relationships rely on my network. How can I identify issues before they become big problems?*



Answer: With a system that keeps watch on your equipment 24-by-7 and experts who recognize signs of trouble.

The smallest problem on your network can cost you big if it affects a critical business relationship. Yet if you don't have the people to **monitor your network** day and night, what can you do?

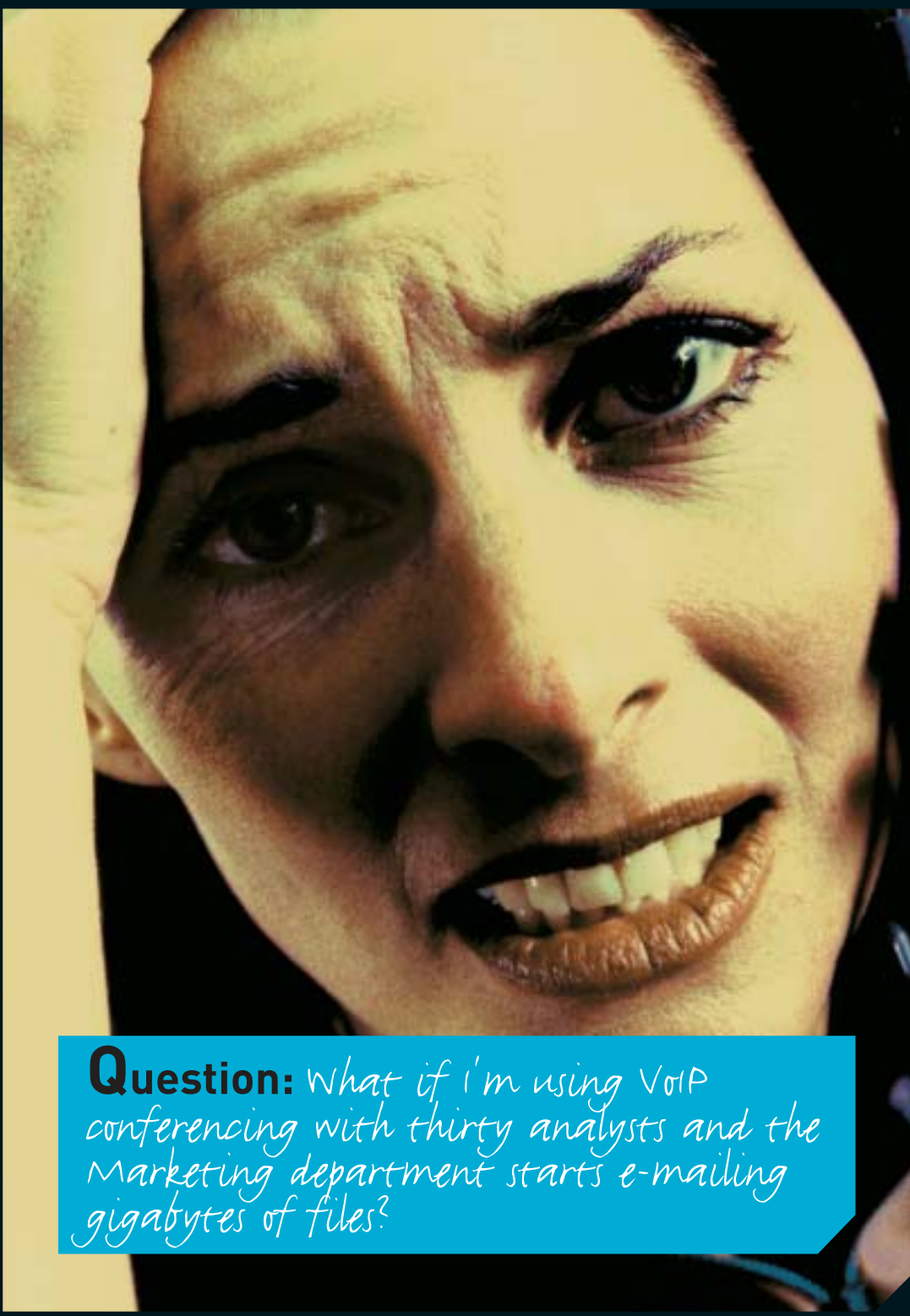
The answer's simple: **outsource**.

Equant's Fault Management, Performance Management, Configuration Management, and Server Monitoring offer you constant monitoring of your equipment, proactive notification of service degradation, and total ownership of problem resolution - by watching your network and equipment 24-by-7, and sounding the alarm if it looks like there's trouble ahead. This trouble could be with hardware, software, or just a plain traffic jam


on the network... Equant ERM flags them early, by constantly 'polling' vital equipment and checking its state of health.

The service isn't limited to our own global network; we can watch anyone's network or equipment. And **we use our own people** for it, worldwide - no subcontractors. All of which means every single part of your network, from routers and switches to servers and your applications, can be watched. We're ready to stop trouble before it starts.

**Equant Enterprise
Remote Management**



Question: *What if I'm using VoIP conferencing with thirty analysts and the marketing department starts e-mailing gigabytes of files?*



Answer: By telling the network what your **priority applications** are, you can make smarter use of the bandwidth you've got.

If you're talking to thirty people who can send your stock price rocketing or plummeting with one memo, you need every soundbite delivered clearly - no delay, no jitter, no echo. But Voice-over-IP may be just one of many applications your business uses. So if you believe not all applications are created equal, then you should be able to set their priorities.

Equant Enterprise Application Management recognizes that **not all applications are created equal**. When Marketing decides to send large files to Baltimore, Equant EAM lets you choose who goes to the head of the queue.

The email can wait two minutes; your voice can't. So the email temporarily takes back seat, while your voice application makes use

of the available bandwidth. And your teleconference goes as smoothly as being in the same room.

With Enterprise Application Management, you can choose response times and maximum bandwidth usage **for every single application** you use. The applications that handle the lifeblood of your business - financial transactions, real-time conferencing, streaming video - can get priority, while the marketing team's emails do not. (Sorry, guys.) Maybe more bandwidth isn't what you need. Think about making smarter use of the bandwidth you've got with Equant EAM.

**Equant Enterprise
Application
Management**



Question: *Remote monitoring, local maintenance... there is more to the total service picture isn't there?*



Answer: Absolutely, that's why we offer you an **end-to-end chain of value** - without any weak links...


As part of our Professional Services , we offer: Consulting, Project Management, and Network Design and Analysis. But that's just the start.

To ensure efficient purchase and installation of your equipment, we can assist you with supply and deployment services. These focus on ensuring your projects are deployed in a timely and cost effective manner. Together, these services give you everything you need to create, maintain, and expand your network, from the simplest LAN to the largest WAN.

Professional & Deployment Services

Network Services take your business to the next level... connecting all your people and technology in a smooth network. Whether you want to collaborate with suppliers, set up solutions for remote employees, we can build one for you - using our **wholly owned worldwide IP network**.

Network Services



Question: *Building infrastructure, maintaining systems, training an organization. Isn't it all hugely expensive?*

Answer: Not if you **outsource** it to someone who's already made it their business.



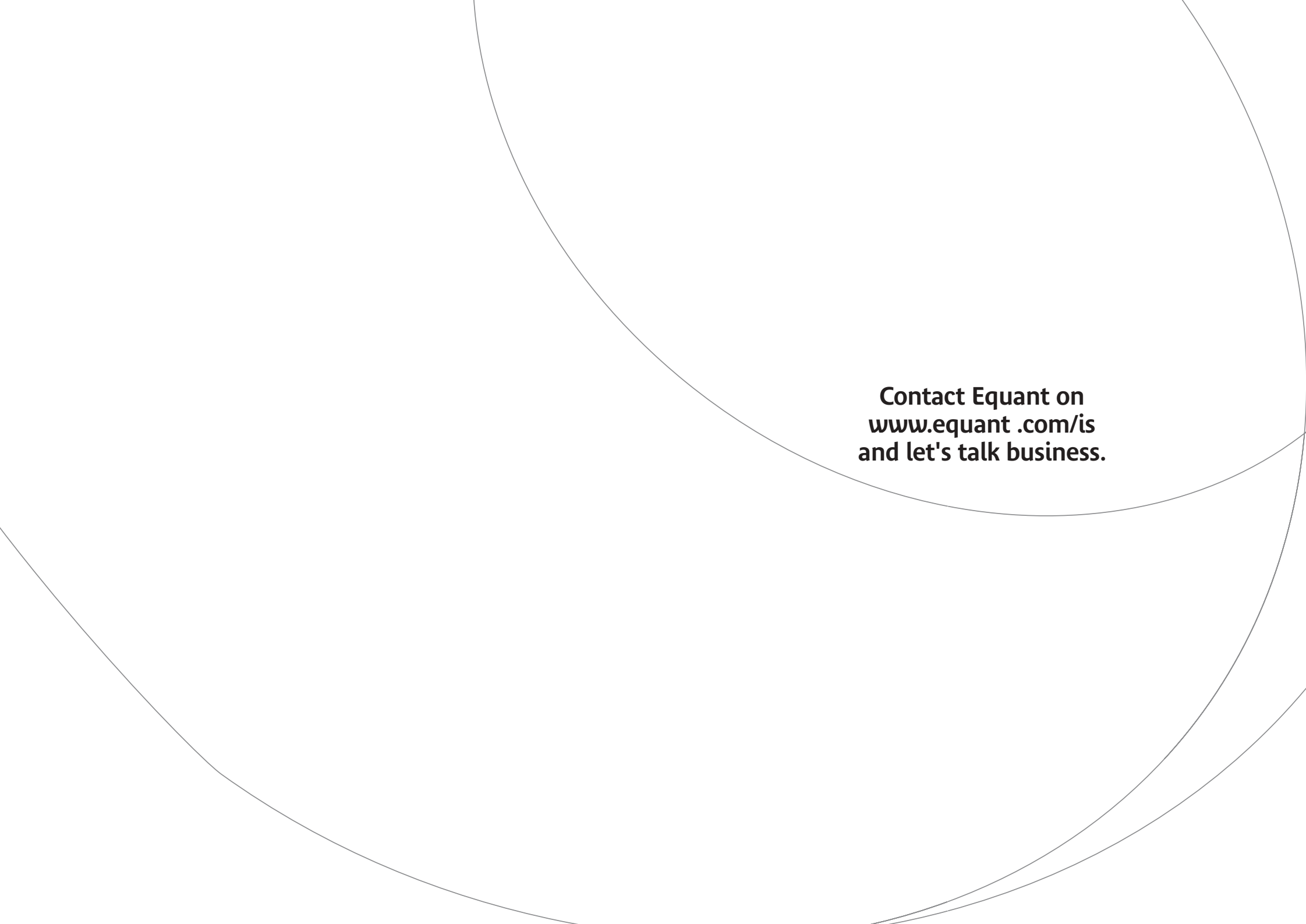
While networks can **deliver huge value**, they can incur huge costs too. Think of the equipment in your business today: perhaps bought from a hundred different sources in as many countries. Maintaining it is a frightening prospect.

Unless, of course, you let someone else do the heavy work for you. When you **outsource to Equant**, you're taking advantage of knowledge gained with hundreds of other companies like yours. Because we've done it all before.

What this means is that your network becomes a **strategic investment** instead of a cost. Instead of irregular, unplanned expenses, you can budget a single monthly fee. And controlling these costs makes it easier to measure your network's return-on-investment.

Letting Equant do the work is just a smart business decision. Maybe that's why 3,700 companies trust us with their networks, including over two-thirds of the 100 biggest. We'd like to do the same for you.

The return-on-investment

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**Contact Equant on
www.equant.com/is
and let's talk business.**