

Customer Case Study

XO Communications Helps Ensure Continuous Network Connectivity for Major Global Financial Information Services Company

Summary

Global Financial Information Services Company, *global headquarters in New York City, NY*

Business Challenge

- Increase network diversity between two data centers
- Provide additional network access
- Avoid reliance on a single carrier

Solution

- 10 Gbps XO® Wavelength services connecting multiple data centers, providing redundancy, and meeting the need for regional and inter-city connectivity

Result

- End-to-end fiber solution, providing required access options and network diversity
- Pricing model with return on investment
- A reliable, flexible carrier to meet future business needs

Network redundancy and diversity are essential for continuous operations, especially in the financial services industry. When one of the world's largest financial information services companies needed a reliable and experienced network partner to help ensure continuous service, it turned to XO Communications.

This large, global company provides information, news, and technology solutions to the financial community in a number of market sectors: legal, tax and accounting, healthcare, science, and media. To deliver critical information to all of these markets, it relies on high-speed, low-latency networks to communicate between remote data centers and connect clients to its various platforms and tools.

The Challenge

Establish a relationship with a new network services provider to ensure continuous network access and increase network diversity between two critical data centers.

Two of the critical data centers operated by this XO customer are situated more than 1,000 miles from each other, and were supported by a single carrier providing fiber into each data center facility. This increased the risks of outages and motivated the company to seek another service provider that could provide high-speed network connections along a different path and separate fiber rings going into the data center buildings.

The company has a complex network, so the new network provider had to be able to understand the existing network quickly, as well as know how to build diversity and redundancy into its solution, in order to avoid network disruption in the event any connection went down.

The Solution

XO® Wavelength services, providing reliable network connectivity and superior bandwidth with nationwide and metro coverage.

XO Wavelength services provide an easy-to-implement, fully-managed solution for point-to-point connections between cities or across the country. The customer chose two 10 Gigabit (Gbps) Wavelengths with Ethernet handoffs to connect its two critical data centers. The solution was installed for the customer in November 2009.

XO Wavelength services enable organizations to move large amounts of data, provide disaster recovery or redundancy, carry real-time video, connect large data centers, or provide near real-time transaction processing.

Key features and benefits of XO Wavelength include:

- Bandwidth available at 1 Gig E to 10 Gig E or 2.5 Gig to 10 Gig (clear channel)
- Increased productivity with the ability to transfer large data files at consistent speeds on a single network
- More bandwidth at a competitively lower cost per megabit
- Ability to accommodate multiple protocols, including Ethernet, Asynchronous Transfer Mode (ATM), SONET, and Frame Relay
- 24 x 7 performance monitoring and management, backed by aggressive Service Level Agreements

The customer required the entire solution to be delivered over the XO fiber network in order to avoid reliance on other carrier's local loops or equipment.

XO Communications built complete fiber rings around each data center facility and provided access points on two sides of each building. Additionally, XO Communications placed equipment on the customer premises and connected the fiber rings to its nationwide fiber backbone, providing the redundant network access and network diversity that the customer required. As soon as the XO Wavelength solution was installed, the customer ordered additional 10 Gbps Wavelengths to support a trading platform between two locations and an additional circuit to connect with another carrier's local loop.

The Results

Network Diversity

The customer's main concern was network diversity in the event of an outage. XO Communications gained an advantage over competitors due to its ability to understand the customer's current network and provide diverse network access options between the two data centers.

Pricing

XO Communications was able to offer the customer a pricing model and a three-year business case that demonstrated a solid return on their investment.

Flexibility

With XO Communications now providing proven, reliable connections between its two data centers, the customer has a solution that is nimble and flexible in terms of responding to its needs, plus a service provider partner that can deliver circuits quickly.

Partnership

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Why XO? Quite simply, it's the network

XO Communications has a wealth of network assets to handle our customers' network needs, and our ongoing investments ensure that we are well positioned to support their growth. Our award-winning network leverages the latest digital optical technology and has multi-terabit capacity deployed nationwide, enabling XO Communications to offer a broad range of high-speed network transport services where and when our customers need it.

About XO Communications

XO Communications, a subsidiary of XO Holdings, Inc. (OTCBB: XOHO), is a leading nationwide provider of advanced broadband communications services and solutions for businesses, enterprises, government, carriers and service providers.

XO customers include more than half of the Fortune 500, in addition to leading cable companies, carriers, content providers and mobile network operators. Utilizing its unique combination of high-capacity nationwide and metro networks and broadband wireless capabilities, XO offers customers a broad range of managed voice, data and IP services with proven performance, scalability and value in more than 75 metropolitan markets across the United States.



For more information, visit www.xo.com or call: 866.349.0134



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