



Pacific Internet's Regional Network Optimizes EGL's Corporate Efficiency and Contributes to Customer Satisfaction

Overview

Pacific Internet provides Virtual Private Network and Reliable Internet connectivity to Eagle Global Logistics offices and logistics hubs in Asia Pacific so that staff can access information quickly and share customer information across the Group securely.

Eagle Global Logistics

Houston-based Eagle Global Logistics (EGL) is a leading global transportation, supply chain management and information services company. Its services include air and ocean freight forwarding, customs brokerage, local pickup and delivery service, materials management, warehousing, trade facilitation and procurement, and integrated logistics and supply chain management services.

With cutting-edge technology and industry talent, EGL deploys a team of resources and expertise focused on creating competitive supply chain advantage by leveraging one of the world's most extensive logistics and distribution networks. Around the clock, EGL teams' customized, cost-effective services address a spectrum of transportation and logistics needs for customers.

In the Asia Pacific region, EGL operates across multiple countries. More information at www.eaglegl.com

The Challenge

As a widely acclaimed logistics solutions provider globally and in Asia Pacific, there is a critical need to connect all EGL offices and logistics hubs to the Internet so that staff in all locations can access information round the clock, share customer information and process requests efficiently and securely across the region. A reliable connectivity for EGL's in-house virtual private network boxes and Internet communications is critical.

The Story

To facilitate the company's growth in the competitive logistics industry, EGL in Asia Pacific looked to streamline all customer and inter-office communications and procedures by connecting all the regional offices and hubs to a leased line.

Pacific Internet provided the answer with reliable leased line for EGL's offices in the region and selected country operations for local fast-speed connection.

Pacific Internet inter-connects all EGL branches by the least hops via Pacific Internet regional backbone and thus provides improved surfing experiences and enhanced email download speed.

Pacific Internet's reliable IP network is further enhanced by a 24x7 monitoring and tracking system. In 2002, it developed a proprietary OWL (One Workplace, One Location) solution which further extends this monitoring and ticketing systems. With OWL, EGL head office can now keep track of their circuits and be alerted of network issues around the region on the desktop.

As part of its overall service standard, Pacific Internet also provides a unique single-point-of-contact convenience for EGL. EGL is able to tap on Pacific Internet's expertise and experience in Internet services for all communications requirements - from consulting to flexible billing arrangement; network administration to new provisions.

"Pacific Internet is EGL's preferred Asia Pacific VPN and Internet connectivity," said Mr K S Yew, Vice President, IT, Asia Pacific.

Solution

- Provide alternative IP-VPN connectivity that complements current global private network. Reduce connectivity costs with Pacific Internet leased line.
- Provide single-point-of-contact convenience for EGL's IT managers for service requirements across the region - from consulting to flexible billing arrangement; network administration and monitoring to new provisions and customer services

Benefits

- Reduced connectivity costs when compared to Internet private leased line (IPLC, e.g. Frame Relay)
- Improved productivity and performance
- Improved reliability
- Improved response time to customer service requirements
- Flexible billing arrangements across the region
- 24/7 network monitoring and administration
- Enhanced bandwidth