Quick Eagle
Networks

Applications

IP Access for Managed Services

Bandwidth

New Dimensions in Datacom.

There is so much potential in a simple, flat plane of paper. Through a series of folds based on geometric divisions, flat becomes dimensional, and x and y combine to form z.

Shaping the 3rd dimension

Many times, you can solve the biggest problems by starting with a simple piece of paper. In the case of Quick Eagle Networks, this is very true. By folding the paper in a number of ways we have created some powerful new concepts.

Nowadays in the datacom industry, both service providers and enterprises are struggling with two common and vitally important issues; these are akin to two axes charted on a sheet of paper. First, driven by new resource-intensive video and data applications, is the struggle to keep up with the ever-increasing demand for bandwidth. The challenge is to provide the "largest pipe possible" for your users while at the same time trying to minimize the cost, in terms of renting it or investing in its installation into the infrastructure.

The other issue lies in intelligently providing high levels of network functionality—Quality of Service, bandwidth management, access routing and other important services. Even if they're available, these services come with expensive overhead, in the form of onsite service visits, time delays or even costly equipment replacement. Enterprises and service providers alike are finding that factors on both these axes combine to squeeze margins, hamper growth and make customer service more difficult.

Enter Quick Eagle Networks and the concept of **IP Access for Managed Services.** We've taken this two-dimensional problem and solved it with 3-dimensional finesse, much like the intricate Japanese art of origami. **IP Access for Managed Services** is the main reason we've emerged as the leader in the burgeoning IP Access arena. Our groundbreaking, standards-based technology, combined with our 15 years experience of serving the world's largest carriers and enterprises, solves the problems on both our axes with equal aplomb. In the end, we position you for future growth and added prosperity…simply, subtly and effectively.

Watch now as the **IP Access for Managed Services** story takes shape.
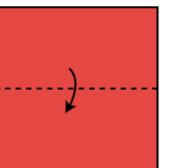
One box. Multiple dimensions.

Through an ingenious technological approach, Quick Eagle products have reduced the number of devices needed to bridge the demarcation point between the enterprise LAN and the service provider WAN…to just one. And in so doing, your ability to deliver the greatest number of services to your customers actually *increases*. Why put up with the inherent costs of multiple devices—inventory, training, certification, deployment, operation, maintenance—when all you need is one device? Forget separate routers, traffic shapers, WAN probes and DSU/NTU boxes. Introducing the Quick Eagle Networks IP Access Platform, a ground-breaking combination of software and hardware that lets you do it all.

Quite possibly your last hardware purchase. With Quick Eagle Networks' IP Access Platforms, you solve more than just hardware issues. You add services. You add future proofing. And you get closer to your customers with responsiveness to their needs and wants.
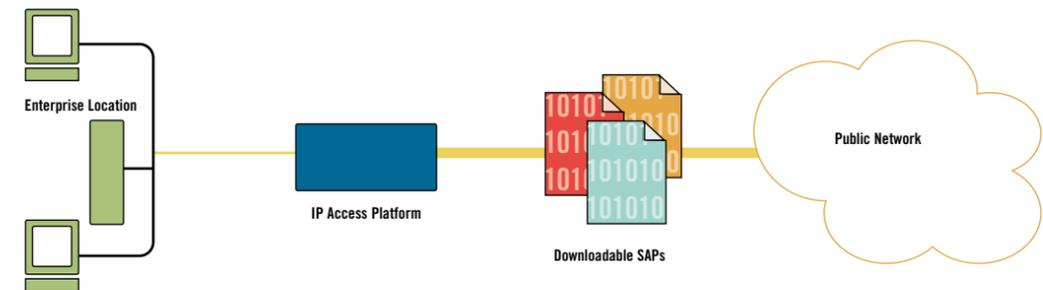
Dimension One: Scalable bandwidth through multilink. In 1993, we pioneered the **multilink** concept of using multiple T1 lines to simultaneously send large volumes of packet data into the public network; larger streams than could be handled by a single T1. In short, we dramatically increased the bandwidth one could effectively access, without the increase in cost that historically comes with it. We even kept the forward view and allowed this same scenario to work with combinations of T1 and T3 lines, and left the door open to future bandwidth options as they become available.

Dimension Two: Intelligent, configurable services broaden your reach.
IP Access Platforms feature the iNet Management Architecture, which turns the device into an adaptable, reconfigurable feature set in and of itself. Like a chameleon, IP Access Platforms easily support the bandwidth choices and applications you want to offer today. And, when you're ready to update the menu, you don't buy another box… you update the feature set with software, right over the Internet, without a service call, without a trip to the NOC or wiring closet. Without anything more than a visit to our

Before the introduction of the IP Access Platform it could take up to four pieces of hardware to make the connection to the WAN…

Enterprise Location

Bandwidth Shaper   Router   WAN Probe   DSU/NTU

Public Network
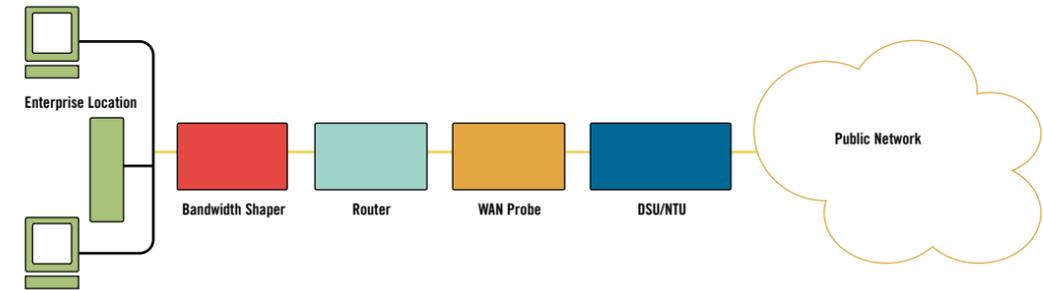
But Quick Eagle now provides it all in one device…plus much, much more.

Enterprise Location

IP Access Platform

Downloadable SAPs

Public Network

Web site to place your order for a new service pack. You add the functionality you want, without incurring any unnecessary costs.

The Third Dimension: Total flexibility. Standards-based multilink technology and iNet Architecture are the two fundamental "folds" that support the third dimension: Quick Eagle's **IP Access for Managed Services** concept. Here is technology that minimizes hardware costs, protects initial investment, has the future built in, and positions you as more than just a bandwidth provider. You come closer than ever to your customers, with a wider variety of options and services…all selectable instantly, as the times or your vision changes.

Now *that* is one neat, tidy package
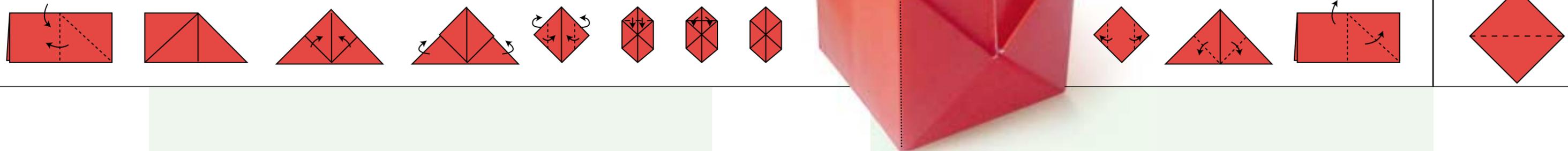
Transform your technology into new opportunities.

Capture new revenue streams. Whether you're a service provider or a Value-Added Reseller, the effects of **IP Access for Managed Services** on your bottom line are dramatic. Quick Eagle's iNet Architecture seamlessly combines hardware with software into a service-ready IP Access Platform, making service delivery effortless and nearly instantaneous. Never before has there been so responsive or well-integrated a hardware/software infrastructure for IP…or any other datacom technology, for that matter.

Most others in this market have one solution for feature creep and the ongoing march of technology: purchase their latest hardware. Full of the same features you already own in a legacy product you bought in the past, but with a few vital features you need to stay competitive. For full price again. It's a bitter draught to swallow.

No wasted steps, no wasted time, no wasted money. With **IP Access for Managed Services**, you simply activate Service Application Pack features in mere minutes. No additional software to buy. No resolving integration issues. No time delay waiting for product delivery. You can download all the Service Packs (even the ones you may not require just now), and turn features on or off, one at a time, over the Internet, when *you're* ready.

"I just wanted to pass along my thanks to the Quick Eagle team for their work. I am getting reports from the WorldCom labs that the work Quick Eagle performed created a good solid solution. I appreciate the efforts to make this happen and acknowledge that your team went the extra steps to come up with this solution".
— Edsel Garciamendez-Budar, Director BDSE, WorldCom

The implications are obvious. You can tailor your product offerings day-by-day if you choose, keeping a tight reign on profitability issues. You can be more responsive than your competitors, giving you a big advantage in this day and age of customers who demand "everything" at point-and-click speed.
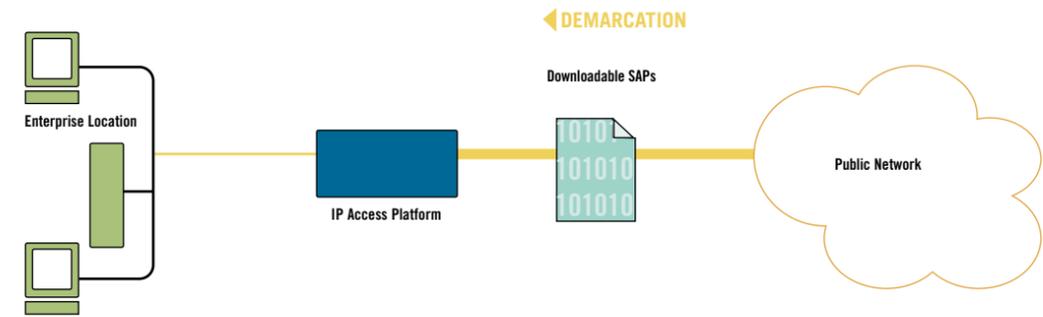
With downloadable Service Application Packs, Quick Eagle hardware stays "top of the line", always providing the services you and your customers want.

Additional opportunities to generate revenue… As a service provider, you can also better manage your existing customer base, maximizing revenues from each account in a pro-active, customers'-needs-first manner. As an example of this approach, with our carrier class Unix-based WANview Network Management Software, you can keep an eye on end-to-end network activity in support of SLA monitoring services. See which of your customers are outstripping their network requirements and plan to remotely provision more bandwidth.

…or save money. For VARs who want to take a more direct role in managing their customers' networks, our enterprise class, Web-based ChoiceView management software allows them to monitor service levels from providers, and troubleshoot corporate data logjams without incurring service calls or burdening already-busy IS staff. The same monitoring services can be used by the enterprise to create and enforce corporate network policy and more effectively plan for future expansion or investment in trunk line infrastructure. Here, the name of the game is cost savings, but the results can be just as significant.
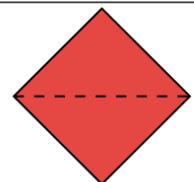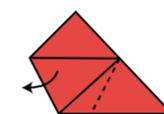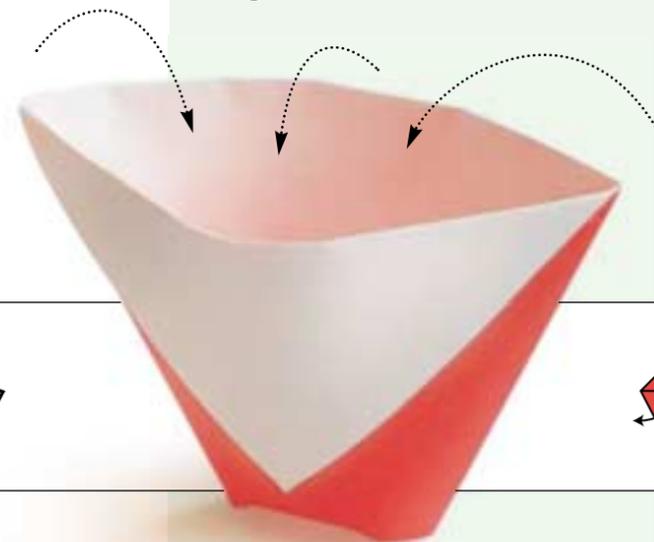
Charting the future of IP together.

We at Quick Eagle are proud of our customer service record. By anyone's standards, we're giving our customers what they want… and much, much, more.

Engineering solutions. This customer service legacy began in the days when Quick Eagle, then Digital Link, introduced the industry's first T1 DSU. Many of our prospective customers had concerns about our unit working with other, expensive (and well-established) pieces of hardware into which they had invested a lot of capital.
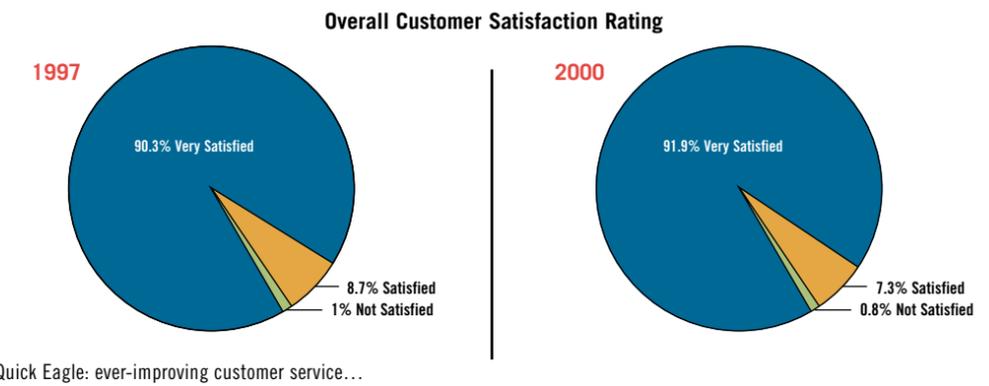
The onus was upon us to put these fears to rest, and to continue to deliver problem solving, not just on our own equipment, but on those of other manufacturers. This "can-do" attitude was highly infectious throughout the organization, extending from the CEO down to the customer service rep, or the service engineer who hopped on a red-eye plane to solve a customer problem onsite. You know the kind—the ones the other tech support guys say is caused by "the other company's hardware"? We never pass the buck to "the other guy"; captain's orders are to just solve the problem. So, every day, in a Quick Eagle technology center, engineers are creating as many combinations of hardware and protocols they can, pro-actively seeking problems… and steering a true course towards their solutions.

Quick Eagle Network's Worldwide Customers AT&T Wireless Alcatel Bell Canada Boeing British Telecom Charles Schwab CHT (Taiwan) Comtek Argentina CyberNet Deutsche Telekom Equant Ericsson France Telecom Genuity (BBN/GTE) Global Crossing ICS Infonet Korea Telecom Malaysia Telecom McLeod (CLEC) Nextira PSINet Prolan Brasil Sprint Telecom Italia Telstra Verio Verizon (GTE) Vodafone Worldcom (MCI)

In addition to making us stars in our customers' eyes, this approach enabled us to provide all the hardware and software needed at the demarcation point in one device. A wonderful investment in both engineering and customer service.

Our dogged commitment to customer service served as an impetus for the development of the IP Access Platform and its software-driven architecture.

How could we make it easier for our customers to keep up with fast and ceaseless changes in technology? How could we make improvements less expensive and cost-effective? The software-upgrade concept was partly born of this tireless effort to improve customer service.

Overall Customer Satisfaction Rating

1997

90.3% Very Satisfied

8.7% Satisfied
1% Not Satisfied

2000

91.9% Very Satisfied

7.3% Satisfied
0.8% Not Satisfied

Quick Eagle: ever-improving customer service…

The highest ratings. The results speak for themselves. Our customer satisfaction rating has stayed at over 90% over the past six years and counting. Over 97% of all our customers consider Quick Eagle to be "very easy" to do business with. And the figure is just as strong abroad as it is in the United States. Looking to the future (as we are always wont to do), 85% anticipate that Quick Eagle will be "very able" to meet their needs as time marches on.* We're already hard at work convincing the other 15%.

You can find some detailed case studies on how we solved specific customer problems at the Quick Eagle web site, located at: www.quickeagle.com. The downloadable .pdf files are found in the Product Research section.

* Information and statistics mentioned herein are based on a 2-page executive report on a customer satisfaction survey successfully administered to 240 Quick Eagle Networks customers during fiscal year 2000. 200 of these customers were domestic, 40 international. For a copy of this executive report, contact Quick Eagle Networks on the Internet at: www.quickeagle.com/corp/news/qra.pdf.
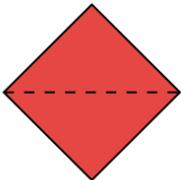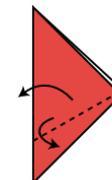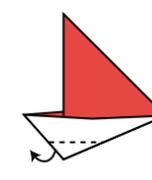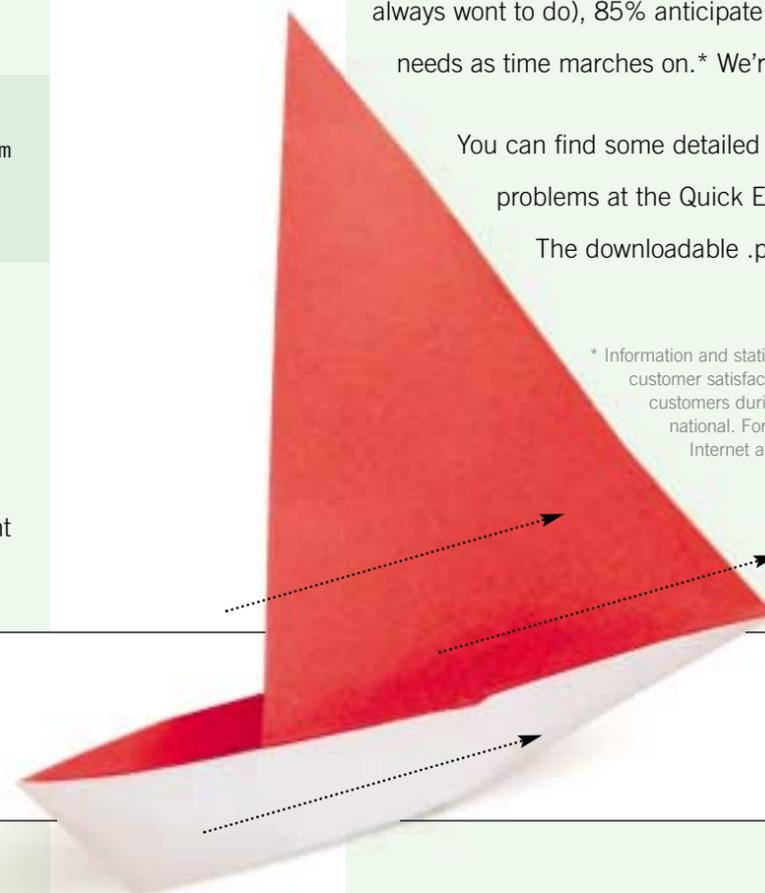
A commanding presence.

"The network of the future is going to be IP, regardless of the underlying transport such as Frame Relay, ATM, and others. IP for data… Voice over IP… our customers are constantly seeking out new ways to use their networks to run their businesses more efficiently. IP access means getting the precious data onto and off of the carrier network efficiently and optimized to the actual volume of data being offered by the enterprise. In 2001, Quick Eagle released two powerful IP Access Platforms to do just that; thus solidifying our dominance in multilink.

As organizations rely more and more on their networks for the actual operation of their business, demands for reliable performance and advanced managed services come into play. Our IP Access Platforms are like living devices, much like the PC, that can run any number of advanced network applications. We use Service Application Packs to do QoS, access routing, dynamic bandwidth management, multilink frame relay and point-to-point protocol services… plus future managed services none of us yet envision.

In my 15-year involvement with what is now Quick Eagle Networks, the most recent years have been filled with the greatest challenges and greatest exhilaration… designing a new category of telecommunications equipment, working with a new breed of hardware and software engineers, and a renewed focus that includes reaching where broadband access has yet to go. The senior management of (then) Digital Link succeeded in privatizing through a tender offer. At Comnet 2000 we announced our new name and reaffirmed our new corporate direction.

It's been a challenging ride, but we feel we're now ready to stretch our wings and fly. We see a bright future for high-bandwidth managed access, and we've set the bar high with our innovative software-driven architecture.

Now with two development centers in Sunnyvale, CA and Rochester, NY, and an increased emphasis on R&D, we have engineered and released our 4200 and 5800 IP Access Platforms, plus a host of Service Application Packs that defines the space we call **IP Access for Managed Services**. We're now poised to expand on our dominant 49% market share in multilink access and continue to serve effectively, the world's most respected telecommunications carriers.

Come be a part of the future… watch us fly!"

Vinita Gupta

Vinita Gupta,
President and CEO

"It's been a challenging ride, but we feel we're now ready to stretch out wings and fly."

—Vinita Gupta
President and CEO, Quick Eagle Networks

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