



...INCREASE PRODUCTIVITY TOMORROW.

Maintain control over your network and customer accounts with Global Crossing's industry-leading, secure, online account management tool: uCommand™.

REAL TIME. ANYTIME.

Anytime, Anywhere. You have the power to manage your business. Access Global Crossing's back-office systems to provision, support and trouble manage your products and services. No matter what the product –VoIP, Voice, Data or Broadband.

uCommand™ puts you in control of your network and customer accounts 24 hours a day, 7 days a week. All through a single, direct access web-based portal. All through Global Crossing.

FEATURES*

- Service Management
- Network Statistics
- Order Management
- Online Invoices and Reporting
- Trouble Ticket Management
- Account Administration Control
- Web-based Customer Service
- Support Materials/Online Help

BENEFITS

Online Account Management Puts you in Control

- Navigate quickly and easily with our intuitive, user-friendly interface
- Perform real-time account maintenance - enhanced routing, update accounting codes, personal identification numbers (PINs), and more
- Order additional services online
- Flexibility to manage secured access through role based authentication.
- Secure information exchange
- Payment and credit confirmation – request and view approved credits and verify payments

Manage Your Network Utilization Real-Time

- Network statistics allow you to manage your data network (IPVPN, Dedicated Internet, ATM, and Frame Relay)
- SLA Manager provides customers real-time performance monitoring, robust troubleshooting, and tools for analysis of historical statistics on a PoP-to-PoP basis.
- Application Performance Monitoring provides end-to-end, real-time performance monitoring, detailed troubleshooting and one-second increment data gathering at every site throughout a converged IP network

Managed Services

- Network Maps
- Access to CDR data
- Manage network alerts globally
- Real time managed network reports

VoIP and Voice Application Services

- Analyze trends in usage, call volume, and frequently called numbers for more informative decision making
- Manage On Net Plus™ (VoIP VPN) short digit dial plans real-time
- Review VoIP on net and off-net call minutes by location to gauge current and future bandwidth needs

Get Invoice Information Faster - Online

- uCommand speeds the delivery of invoicing services
- Eliminate manual paperwork – search invoices electronically (e.g., number called, date/time of call, city)

Security

- With fully customizable security permissions, uCommand lets you determine the appropriate level of security on a user-by-user basis..
- Ability to create roles and assign to users makes assigning access to features simple and powerful
- You control. You decide.

For more information about uCommand™, please visit us at www.ucommand.com