

Equity First

Business:

1. By maintaining the ownership of routers in each satellite office Equity First was responsible for maintenance during failures. This required sending a technician to the failure because all support staff are located in the central office. This could lead to extended periods of downtime – up to 2 hours in previous incidents. Additionally Equity First has some offices connected to costly dedicated T1 lines and others connected to limited access BRI ISDN lines causing some offices to have excess bandwidth and others to be bottlenecked. Each dedicated line is costing \$1200 per month for each branch.
2. By allowing MCI to handle more of the switching and maintenance there is a reduction in the amount of loss due to down time as MCI has a larger field support system available. Additionally, Equity First will see a reduction in monthly costs by removing the dedicated T1's and replacing them with the BRI ISDN access.
3. Most importantly, customers and employees will experience more systems up time. By removing the dedicated access lines and moving to a packet switched network they will eliminate the single point of failure problem they have experienced in the past with the dedicated lines. The cost savings will

used to provide more Web services and expand their extranet to their customers.

Application

1. Currently, Equity First is utilizing Windows Server 2000, with Microsoft BackOffice Server, Microsoft Exchange Server, and Microsoft Office Business Suites. Additionally a database, possibly PostgrSQL, for storing bank information.

Data

1. They are using Microsoft Office, so the usual file types of doc, xls, and ppt are being saved. These files will have information on loans, credit checks and approval status. For the most part, they do not have any data types that require excessively high needs.
2. The primary operations center connects to their ISP via a T3 line rated at 44.7Mbps. Some of the branches are using dedicated T1's that are rated at 1.5Mbps and others are using, BRI ISDN lines consisting of two 64Kbps data lines and one 16Kbps voice line. This allows for 128Kbps of data throughput on the ISDN lines.
3. Base connection speeds have been reduced to 128Kbps for all branch offices. The use of frame relay and 128k PVC allows for dynamic bandwidth

allocation for burst traffic. This provides for throughputs higher than 128Kbps when needed.

Network

1. Converting to frame relay both reduced costs and increased reliability.
2. An IP-over-Frame Relay implementation will be utilized. With dedicated routers at each site.
3. CIR is the Committed Information Rate, which is a minimum guaranteed bandwidth for normal transmissions. Equity first has a CIR of 128Kbps.

Technology

1. Each site will have a Cisco 2600 router purchased by Equity First connected to a frame relay switch via a leased line from MCI.
2. By allowing MCI to maintain and support the WAN they are able to draw on a larger support staff with dedicated knowledge of the infrastructure versus having in house personnel with a lesser knowledge base. In addition, they can re-task individuals who have spent time monitoring the WAN to projects that help Equity First's bottom line.