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About Us



EasyLink Services Corporate Headquarters

EasyLink Services is a Global provider of Outsourced business process automation services that enable small, medium and large enterprises worldwide to improve productivity and competitiveness by transforming manual, paper-intense business processes into efficient electronic business processes.

EasyLink **converts, processes and delivers** mission-critical information daily on behalf of businesses worldwide. EasyLink is integral to the movement of information, money, materials, products and people in the global economy; dramatically improving the flow of data and documents including purchase orders, invoices, notifications and confirmations, shipping orders, letters of credit and bills of lading, payment advices and more.

Driven by the discipline of Six Sigma quality, EasyLink helps companies become more competitive by providing the most secure, efficient, reliable and flexible means of conducting business electronically.

Service Capabilities

Enterprises worldwide use EasyLink to reduce complexity, avoid deploying and managing costly infrastructure, and to enable them to move closer to enterprise-wide content management – i.e. straight through processing.

Here are just some of the reasons companies worldwide are using EasyLink:

- **BUSINESS PROCESS AUTOMATION** – Solutions that transform manual business processes into efficient Straight Through Processes.
- **INTEGRATION SERVICES** – Document Capture, Data Conversion and Workflow Solutions
- **BUSINESS CONTINUITY & SECURITY** – A Secure Global Network backed by Six Sigma Quality and SLA's offer customers secure and reliable delivery of their mission-critical transactions. Additionally, all transactions on our network are traceable and auditable.
- **OUTSOURCED SOLUTION** – Hosted services – means fast deployment and carrier-grade capacity and reliability -- all with no capital expenditures or IT staff burdens -- including EasyLink Fax email fax service which lets you receive and send faxes through your email and MS Exchange Server.

Additionally, EasyLink provides the following functionality:

- Interface options for most business transaction environments including SAP, Oracle, PeopleSoft, IBM proprietary, Web servers, and many others.
- Multiple network connectivity options, including dedicated, frame relay, Virtual Private Networks and Internet
- Interconnections with over 20 major e-commerce networks worldwide
- High capacity networks for rapid message delivery, document conversion and document capture
- Transactions secured using HTTPS, RSA, and PKI
- Trusted third party services - non-repudiation, message tracking via web, reporting and message delivery confirmation
- Gateways/Adapters - multiple message submission and delivery options, including SMTP, FTP, Fax, EDI, Telex, Web protocols, IBM MQSeries
- Technical Implementation Support and Customization Services
- 24x7x365 customer support



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Six Sigma

Six Sigma at EasyLink

In 2002, EasyLink launched Six Sigma Quality throughout the organization, joining corporations such as GE, Honeywell, DuPont and Motorola in adopting this customer-focused way of doing business.

The goal of Six Sigma is to increase customer satisfaction and profitability by eliminating variability, defects and waste that undermine customer loyalty. Six Sigma is a rigorous and disciplined methodology that uses data and statistical analysis to measure and improve a company's operational performance by identifying and eliminating "defects" in manufacturing and service-related processes. Commonly defined as 3.4 defects per million opportunities, Six Sigma measures customers' "critical to quality" requirements and EasyLink's performance against specific metrics related to those requirements. To our customers, Six Sigma is pretty straightforward - deliver what you want the first time, on time. This covers everything from the availability of our network services and the time it takes us to deliver a customer transaction, to the accuracy of the bill we send you for doing so.

Six Sigma at EasyLink revolves around these key metrics:

- Network Availability
- Outage Frequency
- Provisioning Accuracy
- On-time Provisioning
- On-time Transaction Delivery
- On-time Problem Resolution
- Billing Accuracy
- Overall Customer Satisfaction

EasyLink's implementation of Six Sigma is customer-centric, because the customer defines what a defect is. We work with our customers to define performance metrics and then regularly report on how well we are doing. Our long-term goal is to achieve a Six Sigma level of quality, which represents 99.99966% accuracy or fewer than 3.4 defects per one million opportunities.

Currently, EasyLink is operating at a near 5.0 Sigma level of quality. By contrast, the industry average is 3.0 to 3.5 Sigma, or between 20,000-50,000 defects per million.

Customer Testimonial

One of the reasons for Arlington Capital's success in the marketplace has been our strategic deployment of advanced technologies... EasyLink's solutions are completely aligned with this strategy.

Steve Rosso, VP Information Technology
Arlington Capital [\[more\]](#)

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Network Quality

EasyLink's experience with mission critical 24/7/365 business quality transaction management and messaging applications has given rise to a vastly resilient service architecture that is comprised of multiple, high-availability data centers equipped with fault-tolerant hardware and applications supporting extremely high levels of service resiliency.

The service architecture is based on the principal that there should be no single points of failure anywhere between the customer interface and the delivering network. All elements (where possible) are 2N redundant and fully meshed. In particular, EasyLink operates 3 geographically diverse data centers on two continents. Each of these are highly secure, professionally designed and managed facilities that are equipped with extensive emergency power, fire/smoke suppression, HVAC and remote monitoring systems. The data centers are interconnected using redundant high-bandwidth (low latency) dedicated connections over route and carrier diverse telecommunications facilities.

EasyLink utilizes the guidelines published by the National Institute of Standards & Technology (NIST) for the development and management of all security and resiliency plans.

- EasyLink's worldwide network is managed end-to-end for 100% accountability for every message. The service interweaves Internet and Public Switched Telephone Network (PSTN) facilities to reach 100% of the world's fax devices with greater reliability and higher success rates than is possible with a telephony-based network alone
- EasyLink maintains multiple fax POPs in the major traffic centers of the world providing local, yet global reach.
- Routing is determined dynamically among Internet nodes and telephony routes based on prevailing quality of service and cost.
- EasyLink incorporates a proprietary message-processing and message-management software layer developed and enhanced by EasyLink since 1991.
- We provision quality networks with dominant carriers based around the world.

Redundancy and High-Availability Features

- In the event of a global or natural disaster anywhere in the world, our network is designed to continue

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operating and moving your traffic.

- All aspects of the network, including individual subsystems, processors, software processes, connections, and ports, are monitored 24/7 by the Network Operations Center in New Jersey, that also maintains failover monitoring systems and staff in Ohio.