



CUSTOMER USE CASE:

WORLD-WIDE NETWORK SERVICES FOR AN INDUSTRY LEADING E-COMMERCE PAYMENT PLATFORM PROVIDER

Business Challenges

As the company grows and scales, it is leveraging developers globally, in remote office locations, due to the lower cost of resources. The company is also collocating development staff with its strategic partners.

Network connectivity for non-headquartered locations consists of both primary and secondary circuits, provided by two different global carriers. However, the secondary network provider was having difficulties delivering circuits on time with the required specifications, especially for off-net loops. Network delays were hindering the company's ability to quickly staff up global development teams.

Globalgig Solution

Globalgig proposed and delivered the secondary network connections to all company locations, leveraging its existing relationships with hundreds of carriers worldwide.

Multiple last-mile options were proposed that included in-country carriers who can provide path diversity. Globalgig provided clarity into the cost, deliverability as well as backhaul routing for each circuit. Globalgig was also able to deliver a tertiary path for out-of-band management for each location that provided diversity when available.



Industry

Financial Services Software

Company

This global company offers a payment processing platform for e-commerce and mobile applications. Offering a suite of powerful APIs, the platform enables internet businesses of all sizes to easily implement payment processing for e-commerce by having the ability to accept payments and scale faster. By providing a fully integrated payment infrastructure, the company brings together everything that's required to build an e-commerce web-site for retailers, subscription service providers, and marketplace platforms. A suite of powerful and easy-to-use APIs allows its customers to reduce the significant time for integration across disparate systems for payment functionality.

The company is focused on a technology-first approach to payments and finance. This means having tools for every stack, from React and PHP to .NET and iOS, for clients and server libraries, and having pre-built integrations for systems such as NetSuite, Shopify, WooCommerce and others. Millions of companies of all sizes, from startups to Fortune 500s, are using the company's software and APIs to accept payments, send payouts, and manage their businesses online.

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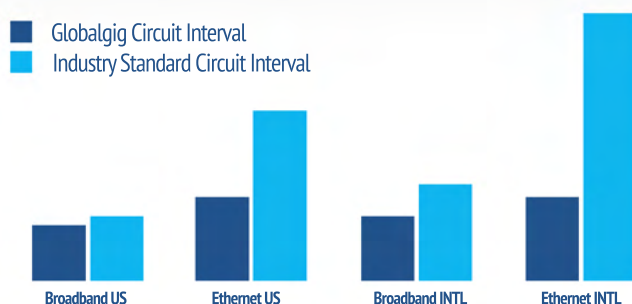
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CUSTOMER USE CASE:

Results and Benefits

- **Global Reach:** Globalgig has been able to work closely with the company as it grows to 30+ locations across multiple countries including the United States, Canada, Mexico, Brazil, Colombia, India, the Philippines, Malaysia, Germany, Ireland, Spain, etc.
- **In-Country:** Globalgig provided insight and clarity into local, in-country providers to ensure last-mile network diversity and circuit specifications are met.
- **One Stop Shop That Delivers:** Globalgig eliminated the hassles of sourcing providers in each country. Having a one-stop shop for world-wide services reduces contract negotiation and management, streamlines invoicing and billing.
- **Industry Leading Provisioning:** Globalgig takes the time upfront to work with last-mile and back-haul providers to ensure circuits are delivered based on standard specifications from the customer. From IP addressing, BGP to backhaul routing requirements, Globalgig's project managers make sure the details are correct for implementation.
- **Personalized Project Management:** The customer works with one project manager who has directed their initial implementation and continues as the company add more locations. This personalized customer experience developed into a close partnership between Globalgig and the customer.



Example of our Industry Leading Network Delivery Intervals

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