

Cable & Wireless wins a US \$300 million deal to provide ServiceNet with global communications

Submitted by: Kaizo (London)

Wednesday, 14 October 1998

Cable & Wireless today announced that it has won its single largest order ever from the US based multinational, ServiceNet, an Andersen Consulting Enterprise, to provide advanced voice and data services in over 40 countries. The agreement is valued at more than US \$300 million over four years.

The first customer served under the contract will be Andersen Consulting who has outsourced both desktop applications and telecommunications in over 250 sites worldwide to ServiceNet.

Cable & Wireless will be providing ServiceNet with a seamless worldwide IP service along with a multinational voice VPN service. Additionally, approximately 40,000 Andersen consultants will take advantage of Cable & Wireless' secure remote access service.

Stephen Pettit, Executive Director Global Businesses, Cable & Wireless said: "This new contract win is a clear testimony of Cable & Wireless' ability to understand our customers' requirements. ServiceNet had very specific and demanding requirements and we met them all. This win places Cable & Wireless firmly on the map as a global supercarrier and complements our recent acquisition of MCI's Internet business."

John Whiteside, Chief Executive ServiceNet, said: "ServiceNet looked at the majority of the global carriers and, at the end of the day, we chose Cable & Wireless because they both understood - and more importantly could deliver on - our business need for fully managed end-to-end communications across a broad global reach. They treated us as we like to treat our own customers - as a partner. This agreement will be the foundation for ServiceNet's worldwide collaboration, business infrastructure and business process application NetSourcing * initiatives for new commercial customers."

"In today's highly mobile and increasingly virtual marketplace, cutting-edge communications capabilities are absolutely essential to sharing critical information and best thinking on a real-time basis," said Keith Burgess, Global Managing Partner, Business Process Management and Enterprises for Andersen Consulting. "This agreement is an important strategic step in Andersen Consulting's efforts to create a seamless and robust communications environment in which our people can operate even more effectively in responding to the needs of the global marketplace."

Added Charles Paulk, Partner, CIO Special Projects for Andersen Consulting: "While the firm already operates the world's most expansive Lotus Notes environment, our continued and rapid global expansion require building increased capacity in our communications infrastructure. This relationship will provide the resources and the management services necessary for building a transparent, state-of-the-art network that utilizes common operating standards for sharing knowledge on all points of the globe."

The Cable & Wireless services will be managed centrally through its Global Service Management Centre based in Virginia, USA and supported by its fully integrated global network. As a result, ServiceNet is able to acquire the tailored services it needs to successfully launch its exciting range of electronic business services. These services have consistent quality and common operational standards, irrespective of the country.

Ends

Notes to editors

About Cable & Wireless

Cable & Wireless is one of the world's leading providers of integrated communications and a major global carrier of communications traffic: Internet, data, voice and video. Its businesses around the world offer a range of services spanning interactive entertainment and information, broadband data, Internet access and broadcast television, as well as fixed and mobile voice. With 17 million customers in 70 countries, Cable & Wireless is one of the world's largest carriers of international traffic, provides mobile communications in more than 30 countries and operates the world's largest, most advanced cables fleet.

About ServiceNet

ServiceNet, a joint venture between Andersen Consulting and GTE , has been launched to market a range of exciting NetSourced intranet and internet E Business applications to large and medium corporations who believe that business processes, time to market, and superior economics are the source of their competitive advantage in both national and global marketplaces. ServiceNet maintains and operates a services-based, "netsourcing" utility that enables the rapid creation, delivery and management of high value, network-centric business solutions. ServiceNet eliminates the need for companies to make capital investments in networks, computers and operations facilities in order to conduct electronic commerce and other business operations over the Internet.

Instead, organizations "plug into" ServiceNet's industrial strength

Infrastructure that includes a customised global IP network providing highly secure corporate intranets accessing (8) data centres across the USA, Asia Pacific and Europe.

* Through netsourcing, ServiceNet can integrate different infrastructure elements (networks, computing, systems and application software) into a 'utility' to support these critical business processes in a more cost-effective model.

Issued by,

Cable & Wireless Global Markets

Sheran Jones

Tel: +44 171 315 6438

Stephanie Lodge

Tel: +44 171 315 4684

ServiceNet

Ed Thompson

Vice President Sales and Marketing

Tel: +1 703 925 3525

Andersen Consulting
Ken Ross
Director of Global Media and Analyst Relations
Tel: +1 212 708 4123