

# Riptide Networks

PROJECT BRIEF



## Web-Enabled OSS Solution

### CLIENT PROFILE

Riptide Networks Inc. is a start-up communications company whose objective is to become Canada's premier broadband service provider. With its head office situated in Markham, Ontario, Riptide is officially recognized by the Canadian Radio-television and Telecommunications Commission (CRTC) to have achieved the status of CLEC (competitive local exchange carrier). Riptide is quickly building the infrastructure to service the explosive growth of Internet access and e-commerce in Canada. Riptide plans to be a provider of advanced digital subscriber line (DSL) technology and will soon be launching a suite of products to enable Internet Service Providers (ISPs), Application Service Providers (ASPs), carriers, and others, to offer affordable high-speed service to small and medium-sized businesses. Driven by the former president and COO of Sprint Canada Inc., along with a team of executives who, combine to provide over 100 years of telecommunications experience, Riptide intends to be the leading supplier of high-speed access to service providers across Canada.

### BUSINESS CHALLENGE

Starting fresh, Riptide first needed a plan, an IT infrastructure strategy for the building of its complete Operational Support Systems (OSS). The plan would need to leverage technology to support and deliver on Riptide's key business drivers. Of critical importance was the ability to: roll out service rapidly; focus on a wholesale strategy; provide broad coverage; and offer value-added services; while at the same time achieving lower costs, shorter lead times, and increased customer satisfaction.

Flexibility was also a key factor. Riptide required information technology positioned to provide the optimal amount of flexibility to conform to ongoing refinements of

Riptide's business model as the Company and the industry evolve and mature.

Market differentiation was also a key business challenge. Actual network facilities provide few opportunities for market differentiation in the communications industry. Information Technology must be leveraged in a manner that would provide the opportunity for Riptide to achieve competitive advantage.

Once the Information Technology Strategy was in place, Riptide would then be faced with bringing that vision to a reality in a very short period of time.

### PARTNERING FOR SUCCESS

To realize the goal of leveraging information technology for maximum impact and market differentiation, Riptide needed a partner; a partner who could understand Riptide's business requirements and understand the technology that would deliver on key business objectives. Riptide needed a partner that would deliver a completely integrated OSS solution that would position the company on top, ahead of the competition.

Riptide first chose Trigon as its partner to lead the team through the development of the IT Infrastructure Strategy. Upon completion of the strategy, Trigon then went up against the finest competition in the IT Consulting industry, in a bid to be Riptide's software developer and systems integrator. Riptide, again, chose Trigon, to be its total solution provider. Riptide trusted Trigon's skills and ability to first design and develop the custom built, customer facing, software components that would give Riptide its competitive edge, and then to install and integrate

**"Trigon demonstrated its ability to deliver an OSS solution quickly and professionally, which is an absolute necessity within the highly competitive telecommunications marketplace."**

Philip Bates  
President and CEO,  
Riptide Networks

**"Trigon has proven to be an excellent partner in aiding Riptide to deliver a world class OSS solution in record time."**

Steven Gregoire,  
Director,  
System Requirements,  
Riptide Networks

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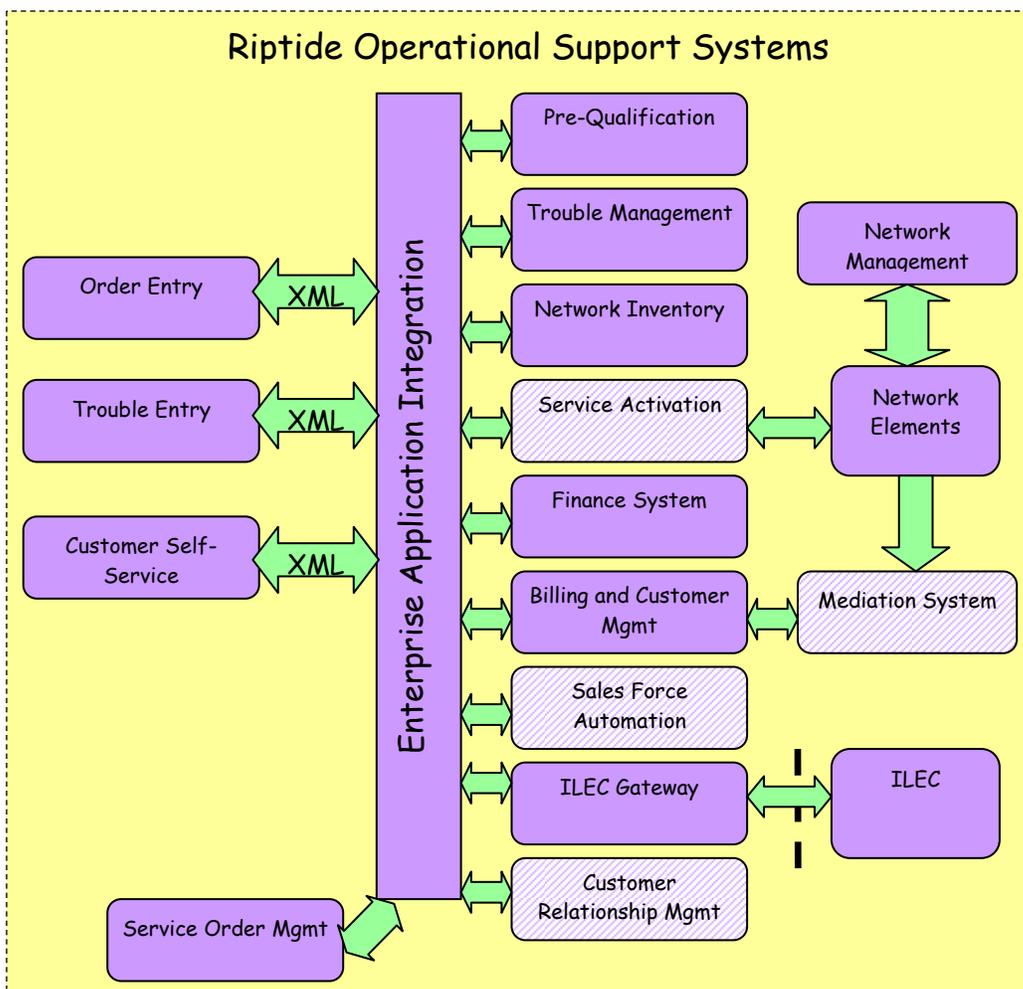


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## Web-Enabled OSS Solution



Trigon's Portal Infranet® team worked closely with Riptide's requirements team to understand and document Riptide's suite of products, pricing and billing strategies. Trigon then completed the complex modeling and setup activities required to incorporate Riptide's requirements into the Portal Software Inc.'s Infranet® software.

### RESULTS

Using the latest web-based technologies, combined with the power of multi-tiered, client/server systems and the latest integration technologies, Trigon provided Riptide with the technology infrastructure needed to operate as a DSL service provider, and at the same time, present to customers an image of a modern, progressive organization, using leading edge technology to achieve maximum customer satisfaction, all within 90 days.

In delivering this total solution, Trigon has enabled Riptide to bring its services to market with the confidence that its infrastructure will support the company in meeting the objective of being Canada's leading broadband service provider.

the complex high-profile, pre-packaged software solutions that were selected to support Riptide's crucial operating infrastructure.

### DELIVERING THE SOLUTION

Trigon began with an in-depth understanding of the emerging DSL industry. Armed with the knowledge of how the strategic use of next-generation e-business and business-to-business technologies can set a company apart from competitors, Trigon lead Riptide to a complete IT Infrastructure Strategy and an implemented OSS solution in 90 days.

Trigon went on to perform the custom development of a customer facing,

self serve 'portal' that would allow Riptide's customers to easily confirm service availability, and submit and monitor the progress of DSL orders over the Internet. To support this web-based service, Trigon used the middleware and workflow capabilities of Vitria Technology Inc.'s BusinessWare® software to custom develop and integrate Riptide's internal order management system. To complete the fulfillment of DSL orders, Trigon also custom developed the important Incumbent Local Exchange Carrier (ILEC) inter-connect gateway application for exchange of Local Service Requests with ILECs such as Bell Canada and TELUS, a critical component to the provisioning of DSL services.

### ABOUT TRIGON

Trigon Computer Solutions Ltd. is an information technology solutions provider, delivering advanced e-Business products and services to the communications industry.

For more information about Trigon's ability to provide e-Business solutions to your company, contact Trigon at [sales@trigon.ca](mailto:sales@trigon.ca) or call (905) 470-4044.

