Sprint Canada
IP-VPN Portal & e-Reporting

CLIENT PROFILE

Sprint Canada Inc. is one of Canada's leading national communications solutions companies, offering voice, data and online services. With headquarters in Toronto, Sprint Canada operates in 17 locations across the country. Sprint Canada offers a full range of telecommunications products and services to all market segments — from long-distance to virtual private networks and data networking. Sprint Canada provides service to residential customers, small businesses, major corporations & governments.

BUSINESS CHALLENGE

One of Sprint Canada's major strategic initiatives for 1999 was to launch a new national virtual private networking (VPN) service. Sprint Canada wanted to lead the virtual private networking marketplace by utilizing leading-edge e-Business technology to provide a web-based customer self service "portal" to all of the company's enterprise IP-VPN customers.

Included within this customer self-service portal, Sprint Canada intended to present customers with a cost management reporting tool that would enable them to report on and analyze their usage of the IP-VPN services at both high-level, summary and detailed, user account levels.

Key to the whole project would be performance and scalability. For launch, Sprint needed a design and an architecture that would efficiently process extremely high activity volumes from a small number of customers, yet would be scalable to handle thousands of customers incurring millions of usage transactions on a monthly basis.

PARTNERING FOR SUCCESS

To realize the goal of leveraging next generation, e-Business technology for maximum impact, Sprint Canada needed a partner: a partner that could both understand the business requirements <u>and</u> the technology that would deliver the best possible solution, while impressing customers with an innovative and progressive company image.

Sprint Canada chose Trigon as its partner for this high profile initiative. Sprint knew Trigon had the skills and the discipline to deliver the solution within the incredibly demanding timeline. Trigon successfully designed, developed, and deployed a solution to Sprint Canada in just three short months.

> *"Trigon exceeded all of our expectations. Not only did they meet our aggressive timeline, but they delivered a solid, reliable, scalable product. Our marketing group was thrilled with the functionality of the e-Business solution."*
>
> Dave Knott
> Vice President,
> PC/Unix Development,
> Sprint Canada Inc.

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DELIVERING THE SOLUTION

Trigon began with an in-depth understanding of the business problem. Trigon's participation in Sprint Canada's requirements and JAD workshops allowed insight to Sprint Canada's business goals. Re-enforcing this was Trigon's previous experiences in delivering leading-edge solutions to the telecommunications industry. Trigon then set out to apply the technologies that would provide the greatest success.

ACHIEVING BUSINESS GOALS

In achieving Sprint Canada's business goals while taking full advantage of new e-Business technologies, Trigon exceeded Sprint Canada's expectations. Trigon designed a highly intuitive, next generation Internet portal that also incorporated a comprehensive usage and billing reporting application. This advanced, e-Business solution would provide Sprint Canada's customers with real-time, on-demand usage and billing reporting directly over Internet.

ACHIEVING PERFORMANCE GOALS

In achieving Sprint Canada's performance requirements, once again, Trigon exceeded Sprint's expectations by delivering a powerful n-tier architecture that could handle customers with millions of usage transactions per month and still deliver comprehensive, on-line reports within seconds.

This strategic architecture also ensured the scalability needed for aggressive future growth, handling thousands of customers while maintaining satisfactory levels of responsiveness.

RESULTS

Trigon ensured the delivery of a high quality product within an incredibly demanding and unforgiving timeline. Trigon delivered the scalability, reliability, security, and manageability required of a core customer-facing e-Business solution. Sprint Canada made the right choice in selecting Trigon as its partner for this crucial software development project.

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 or call (905) 470-4044.

"That Trigon delivered such an impressive product within this demanding timeframe shows a professional capability and dedication that is to be commended."

Brian Metzger
Senior Manager,
Internet Services,
Sprint Canada Inc.