



INDUSTRY

RECREATIONAL VEHICLES

### REDBERRI ANSWERS THE CALL FOR LYMEWARE'S CONNECTGATE CARRIER SOFTWARE

Passage of the Telecommunications Act of 1996 led to the creation of a new type of organization the Competitive Local Exchange Carrier (CLEC). These are companies that provide local telephone service, Internet access, data services, etc. in competition with Regional Bell Operating Companies (RBOCs) and other incumbent local exchange carriers. Many of the organizations that began strictly as Internet

Service Providers (ISPs) when the telecommunications boom started are now moving to offer this broader range of services. Although they are independent entities, many CLECs are still very dependent on RBOCs for their facilities and equipment. CLECs also are dependent on RBOCs for their customer data. When customers decide to give their business to a CLEC, the CLEC must contact the RBOC with several pre-order and one or more order transactions. They also need to collect key customer data in order to set up billing and other business tasks.

#### PROFILE:

Lymeware Corporation develops software and systems that focus on security, messaging, data interchange formats and system level integration.

#### Industry

Software development for the telecommunications industry

#### Environment

Competitive Local Exchange Carriers (CLECs) need to look up and exchange data electronically with Regional Bell Operating Companies (RBOCs) when they bring on new customers as part of the ordering and preordering process.

#### DEPLOYMENT SUMMARY:

- Wlymeware had an existing version of ConnectGate
- The company was looking for a new supplier for the XML/EDI data translation portion of the product
- Lymeware hired outside vendors to test six solutions
- The company found Redberri the easiest with which to work, and WDI the most stable company
- The company incorporated Redberri into the new version of ConnectGate
- Lymeware can now provide new data maps in one-quarter the time it could before, while customers can have business users, instead of limited IT staff, map data.

#### CHALLENGE:

All RBOCs work from the same ordering standard as set forth by the Telecommunications Industry Forum (TCIF), an organization dedicated to promoting global standards for data exchange. Yet, it's not as simple as a single standard.

There are currently three TCIF standards in operation by the RBOCs. In addition, each of the RBOCs has its own nuances that make it a subset of whichever of the three standards it is following. In essence, the TCIF standard becomes like spoken Chinese: a single language with many different, often mutually exclusive dialects. As a result, CLECs that need to exchange data with several RBOCs or other incumbent carriers have a difficult time making this process go smoothly. Every time a new incumbent must be contacted, the process starts over. Every time the RBOC makes a change in its systems, that change must be reflected in the CLECs' systems as well.

This creates an opportunity for Lymeware, which offers its ConnectGate data exchange software as a module that can fit into an existing system. ConnectGate helps CLECs connect to RBOCs by creating generic SOAP messages, turning them into the proper EDI format for that particular RBOC, sending them, then turning the response back into the generic SOAP form.



Helping Businesses Grow by Breaking Through Boundaries

Redberri removes internal and external boundaries. With the Integration Platform, enterprises can leverage the power of service-oriented architecture to streamline processes within a reliable, scalable and secure infrastructure. The standardsbased technology provides powerful tools to build complex workflows, integrate with trading partners and monitor business processes in real time. Companies across the board stand to gain from an understanding and adoption of Redberri especially when implementing XML-based Web services for their serviceoriented architecture projects.



Lymeware develops Competitive Local Exchange Carrier (CLEC) software products and services for telecommunication carriers across the nation. Our products facilitate the following:

- automated customer acquisition
- customer record verification
- flow through provisioning
- CABS billing
- Regional Bell Operating Company (RBOC) connectivity



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## CASE STUDY:

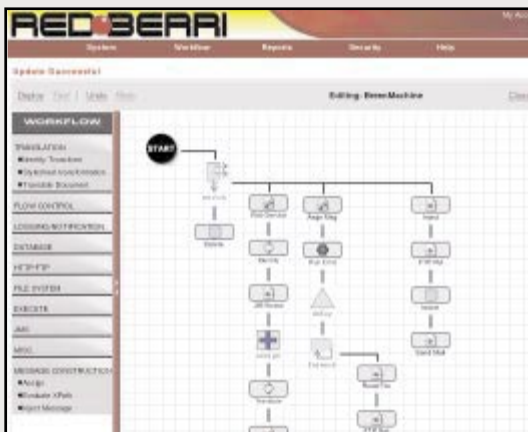
### SOLUTION:

After researching the choices, Lymeware selected five products as candidates.

When the evaluations were complete, there were two viable candidates. One was priced at \$80,000 per user organization for the license, which was more than the targeted price for the complete ConnectGate product. Since it didn't fit the business model, this product was eliminated. That left Redberri as the XML to EDI translator of choice.

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### RESULTS:

According to Kobar, Lymeware's staff can build maps in a quarter of the time it used to take with its old commercial translator. One of the reasons the company is able to save this kind of time is that Redberri is macro-based. Since roughly 1/3 of the transactions are the same, the use of macros allows them to bypass repetitive steps and focus only on what's unique to the order.

One of Lymeware's first customers to try the new ConnectGate software with Redberri included an ISP that made the move to become a CLEC. The customer built much of its operational support system itself, but purchased a standard commercial ordering system. It was having problems connecting with the RBOCs due to a lack of flexibility from the other software supplier. That supplier supported roughly 15 percent of ordering types, and was slow to increase that number.

After switching to Lymeware's ConnectGate, the CLEC discovered it was able to get the ordering types it needed. The CLEC simply tells Lymeware which orders it wants, and Lymeware does the rest. This is a fairly typical scenario. Since most ISP-turned CLECs are small IT staffs who are specialists in telecommunications technology, they don't want to devote resources to learning an operation they only need occasionally. Outsourcing the mapping function to Lymeware expedites the process, allowing the CLECs to focus on all of their core businesses.