

News Release

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InterSystems CACHÉ Database Engine Supports Launch of eircom Wholesale Products

- Post-relational Database Provides Critical Support for Single Billing Wholesale Project -

August 2005 – eircom has launched a product set which will enable customers who wish to use other telephone service providers to receive a unified bill covering both call and rental charges instead of the two separate invoices they would currently be sent. This will significantly enhance customer satisfaction levels.

The CACHÉ post-relational database from InterSystems and the company's partner Grapevine Solutions are playing a key role in supporting this single billing wholesale project.

eircom has just completed the project to capture, store and remove directory entries from its existing customer database (eICDD) and the National Directory Database (NDD), in preparation for those who wish to use the Single Billing Wholesale Line Rental (SB-WLR) option. Grapevine was responsible for designing, developing and implementing this system, supported by Eircom IT and InterSystems throughout.

eircom is now entering relevant customers' directory entries into a newly-established eircom directory, the Wholesale Line Rental Customer Directory Database (WLRCD), simultaneously making the same entry into the NDD and giving it a special new operator's NDD reference number. This unique reference number is then forwarded to the new operator, enabling it to make any future amendments to the customer's listing as and when required. All of this requires significant and timely integration with a number of eircom and national operational and order processing systems.

To ease this transition process, eircom has migrated to the rich functionality of CACHÉ 5, the latest version of the InterSystems database. CACHÉ provides rapid transaction processing, and it also offers three integrated data access options: a robust object database, high performance SQL, and rich multidimensional access.

"The single billing project is extremely complex and requires both controlled integration with legacy systems and rapid and flexible updates. Consequently, we relied heavily on the speed and flexibility of the CACHÉ database both to enable the project to be successfully completed, and to support the new directory infrastructures," said Noel Clarke, eircom's project manager.

Chris Norton, InterSystems telecoms sales manager said, "For eircom, another key benefit of using the latest version of CACHÉ for this project was the database's Extensible Markup Language (XML) capability. Both the WLRCDD gateway request and response files are in XML format. CACHÉ 5 provides an industry standard XML interface that can be used to handle the XML files."

"Going forward, CACHÉ's modular and flexible development environment, which is familiar to many of the country's developers, should help eircom and other Irish telecoms operators raise service levels offered to telecoms customers across Ireland."

(433 words)

NOTES TO EDITORS

About InterSystems Corporation

Headquartered in Cambridge, Massachusetts, InterSystems Corporation (www.InterSystems.com) has served the needs of IT organisations and independent software vendors for more than two decades. InterSystems' showcase products, the CACHÉ post-relational database and the ENSEMBLE integration platform, enable the rapid creation and fast integration of high-performance applications. Over four million people use mission-critical applications based on InterSystems' software. Twenty regional offices serve application developers and integrators around the world, and 24 x 7 support is provided for all InterSystems products.