



SUCCESS STORY



Cable & Wireless Caribbean

CUSTOMER PROFILE

Challenge

Provide reliable, seamless roaming services to a wide area comprised of multiple countries, languages, and currencies.

Solution

VeriSign International Roaming services.

Results

- VeriSign services are extremely cost-effective and accessible via a secure Web browser.
- VeriSign provides access to a vast roaming footprint.
- VeriSign services are highly reliable.
- VeriSign's helpful, experienced, and knowledgeable staff is proactive and responsive.

+ Bringing Reliable, Seamless Roaming Services to the Caribbean Islands

For years, travelers from all over the world have been drawn to the warmth and beauty of Bermuda, the Bahamas, Barbados, and many other islands in the Caribbean Sea. And when travelers arrive with cell phones, Cable & Wireless Caribbean allows them to make and receive calls using their same phone number, no matter where they may roam throughout the islands in the region. The parent company, London-based Cable & Wireless PLC, was founded 130 years ago and does business in 80 countries across the globe. Cable & Wireless Caribbean provides service to 12 countries in the Caribbean, and the company must test and localize the technology for each. Facing this challenge, Cable & Wireless Caribbean turned to VeriSign for its International Roaming services. In addition to providing industry-proven infrastructure and security services for the Internet, VeriSign operates Intelligent Communications, Commerce, and Content services that enable carriers to rapidly provision new revenue-generating services while mitigating today's cost, complexity, and security challenges.

+ Full-Featured Roaming

David Morrow, operations manager for Cable & Wireless Caribbean, said that he compared the offerings from a number of providers before they selected VeriSign® International Roaming services. "It was clear that VeriSign's solution for roaming was more full-featured and detailed," said Morrow. "And the services were attractively priced, which was a big issue for us." Morrow also wanted to work with an experienced company, one with proven expertise in the telecommunications arena. "We knew that VeriSign had access



Where it all comes together.™



SUCCESS STORY

"We are extremely pleased with the services that VeriSign has provided."

David Morrow
Operations Manager,
Cable & Wireless Caribbean

to the latest technology, and if any problems arose, we knew we wouldn't have to wait very long for VeriSign to come up with a solution."

VeriSign operates the world's largest independent Signaling System 7 (SS7) network in the world; VeriSign's roaming footprint, which extends throughout more than 25 countries, was particularly attractive to Cable & Wireless Caribbean. VeriSign provides carriers with a single, centralized signaling network with which to manage and log subscriber messages, which substantially streamlined the daily operations of Cable & Wireless Caribbean. VeriSign® roaming services can be protected by passwords to guard against fraud, and both incoming and outgoing calls can be selectively restricted as a further safeguard to consumers. VeriSign continuously monitors the network and can provide highly detailed intelligence on system activity. VeriSign® services work with both GSM and TDMA, and though Cable & Wireless Caribbean began working with VeriSign on their GSM networks, the company is planning to use VeriSign to expand its TDMA roaming services as well.

+ A Reliable Network

Morrow said that he was impressed with the reliability of the VeriSign services. "With several of the other roaming clearinghouses we worked with, we've had to put up with routine delays in service," Morrow explains. "But VeriSign's network is much more robust, and we don't experience any such delays." Morrow also appreciates the ease with which the services were implemented. "We always expect a few glitches in the implementation process," says Morrow. "But VeriSign made it a top priority to get the system set up quickly and running smoothly; this gave us a clear competitive advantage."

+ A Trusted Partner

Morrow says that VeriSign goes above and beyond the call of duty, acting as a true partner rather than simply a provider of services. "VeriSign actually went in and corrected several files for us before sending them back to our partners," says Morrow. "That was an enormous help on the billing side." Morrow says that Cable & Wireless Caribbean has had to test billing procedures for each of the 12 markets that the company serves, and that with VeriSign's expertise, the process has been going very smoothly. "VeriSign helped to make the billing process seamless for our roaming partners," Morrow said.

Morrow also expressed appreciation for the level of customer-service Cable & Wireless Caribbean received. "If we have questions," Morrow says, "VeriSign representatives are able to answer them right away. And when we've had technical issues, they don't get backlogged in the first level of support and then get queued up for the second level; we can go straight to the second level if we need to."

Visit us at www.Verisign.com for more information.