



Wyndstorm—providing online buddy calling between friends, avatars, or online gamers

SUCCESS STORY

"We require specialized support for the different scenarios for which our customers integrate voice services into online marketing promotions, multi-user games, chatting avatars—or just traditional VoIP calling services.

Rodopi's solution provides flexibility, with an end-to-end solution that meets the time-to-market demands. Of our customers."

says Marian Sabety, President and CEO for Wyndstorm Corporation.

Key Features

- Online collaboration with click-to-call
- Free buddy-buddy calling for members of web community
- Automated provisioning
- Multi-service bundled billing
- VNO customer support
- Integrated diagnostics
- Self-serve Customer Portal
- Online reports
- Multi-currency and virtual currency
- Electronic invoicing



About Wyndstorm

Wyndstorm™ provides voice-enabling for websites and virtual worlds, click-to-call services for customer care, free buddy-buddy calling for online web programs, and even voice-enabled avatars for multi-user online gaming and virtual world-based programs—along with traditional VoIP calling services.

The Need

- Implement a hosted model that provides a-la-carte calling features that are combined to create customized online programs.
- Offer features that are easy-to-administer and easy-to-modify as online programs mature and expand.
- Host pre-integrated solutions to handle a portfolio of bundled services which minimize Total Cost of Ownership when delivered by Wyndstorm's end-to-end hosted services.
- Manage solutions that provide easy ways to add and modify user accounts on a self-service basis.
- Provide easy, automated systems to handle mass consumer transactions

The Challenge

Provide provisioning, usage tracking and billing across multiple application and service providers, including gaming, network services, enterprise systems, virtual world programs, and custom solutions—bundled into single usage rate and managed on a seamless basis, as part of the Wyndstorm hosted solution.

The Solution

Rodopi has partnered with Wyndstorm to provide a fully-packaged and proven turn-key solution. The solution enables Wyndstorm's customers to manage their end-user's services with an easy-to-administer system that provides flexible pricing and usage analysis for planning. On an automated basis, Wyndstorm's hosted customers can monitor, manage and control usage of consumers accessing the network and using features.

The combined solution brings:

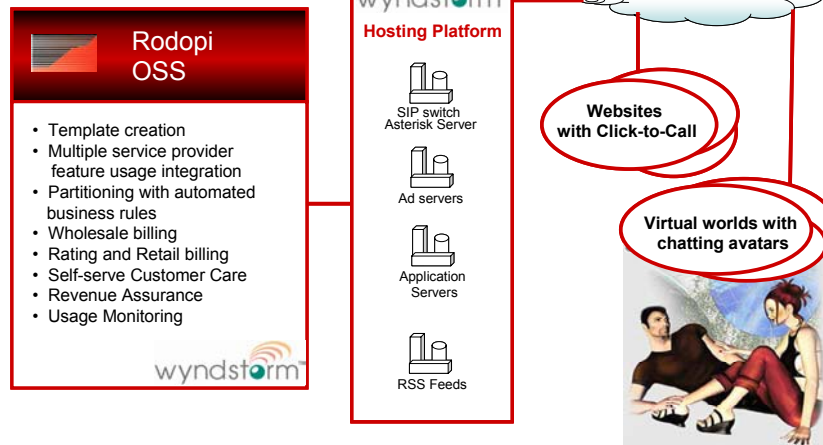
- Automated back office system for customer management, feature usage, and traffic management
- Integrated subscriber diagnostics
- Fully automated workflows for activation and suspension.

"We are implementing successful, state-of-the-art online promotions programs for high impact consumer online programs, and with the help of companies like Rodopi, we'll continue to make it easier and more attractive for customers to roll out complex integrated web-based services that include click-to-call."

adds Marian Sabety,
Wyndstorm

"We are happy to help Wyndstorm provide unique, voice-enabled turnkey online consumer-focused marketing promotions; that are implemented quickly, easily, and cost-effectively"
says Todd Benjamin, CEO of Rodopi Software.

Architecture



Why Rodopi?

- Converged IP rating, invoicing and provisioning
- Resource management (DID, IP address, third party applications...)
- Packaged support for online program operators with template driven VNO creation and management
- Out of the box customer self-serve portals and self-sign-up
- Integrated fault management and subscriber diagnostics
- Service specific modules and out of the box support for VoIP, payment processing, prepaid, etc.
- Cost-effective solution, affordable for all sizes

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The Result

Wyndstorm lowers the cost-of-entry for marketing and promotions companies who seek to combine various web-based technologies into a bundled program that leverages interactive features for high impact consumer interest; where costs would otherwise be prohibitive for a marketing company to develop these programs from scratch.

Wyndstorm hosted programs can be up & running in weeks rather than months!

Wyndstorm is helping its customers add subscribers—and is making it easier for customers to provide new revenue-generating services.

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About Rodopi

Rodopi Software provides fully web-enabled, converged solutions to automate real-time provisioning, billing and customer care for IP wireline, wireless and integrated broadband service providers and resellers. Rodopi's fully integrated business platform cuts costs and streamlines your network operations by enabling and delivering all your services with a single application. More than 600 customers in 50 countries, from small companies to large PTTs, count on Rodopi's billing, provisioning and integration capabilities to accelerate time-to-market and increase customer satisfaction. For more information, visit www.rodopi.com