

iii) Interconnect

This information is the same as covered above in the domestic section.

iv) Service and Support

All of the VANs, with the exception of **Immedia** and **SITA**, have EDI service and support in the U.S.

International

i) Area of Operation

While most VANs can deliver EDI messages internationally, only a few actually operate in foreign countries. Just as Canadian freight forwarders prefer to do business with a VAN operating in Canada, trading partners in foreign countries will likely prefer to do business with a VAN in their countries.

Only **AT&T**, **GEIS** and **IBM** have EDI sales, support and operations in multiple foreign countries (**SITA** when operational, will be in this group). **Sterling Ordernet** provides overseas access and has a distributor in Japan. **Immedia** and **TDNI** just provide overseas access but no direct service.

ii) Trading Partner (Customer Base)

Again, there is considerable difference across the VANs in terms of the size and make-up of their EDI customer bases and hence the number of trading partners who may already be on the VAN (or the desirability of their selecting that VAN).

GEIS has the largest number of EDI customers outside of North America (4000), followed by **IBM**. We estimate that the rest of the VANs have a negligible number of customers outside North America.

Virtually no information was provided on VAN industry positions in foreign countries.

iii) Service and Support

Only **AT&T**, **GEIS** and **IBM** have EDI sales, support and operations in multiple foreign countries (**SITA** when operational will be in this group). For foreign partners, having service and support in their language and time zone will be very important.