

## IFS Applications™ empowers Polish telecom operator to grow and develop

**PTK Centertel chose IFS Applications™ in order to ensure integrated support for its business process. In a company experiencing rapid expansion and development, the capability to monitor development and control costs is crucial. IFS Applications provides this capability—and more. Integration has resulted in almost no multiple data entry and a system where information is always up to date. Moreover, the component architecture of IFS Applications enabled the solution to be implemented step by step, ensuring minimum disruption of operations.**

PTK Centertel, headquartered in Warsaw and with district offices in Gdansk, Poznan and Katowice, Poland, was established in 1992 and is the first cellular telephony operator in Poland. Initially, it offered an NMT analog system, moving to DCS, and since 1999 has been developing GSM. Centertel employs around 1300 people, providing service for over 180,000 NMT customers and 600,000 Idea network customers. The company has 21 showrooms throughout Poland and a chain of customer-service offices.

### The problem

The IT tools used throughout Centertel were not integrated. A working group was established to assess the current and future requirements of the company, setting standards for the right system, the selection process, and a scenario for system implementation. It was agreed from the very

start to prioritize financials, logistics and maintenance, with a special focus on inventory.

### The solution

Zbigniew Deperas, Head of the Development Department in the IT Office, explains: “First, we worked out detailed requirements for the new system. Then we reviewed our business processes and plans, checking the suitability of the systems that were offered to us. The selection process took almost a year. We

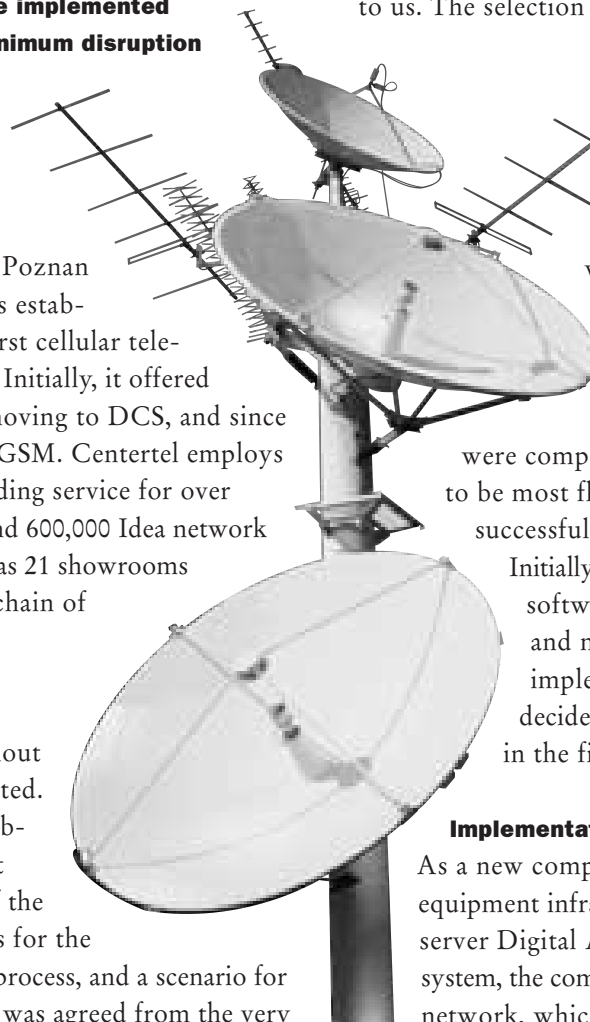
wanted to ensure that no mistakes were made.”

Centertel realized that IFS had the most extensive experience in providing integrated systems, with a host of successful applications to its credit and a large team in Poland working on enhancements and development. Although other systems were comparable in some areas, IFS proved to be most flexible and promised the most successful implementation.

Initially, attention was focused on selecting software for fixed assets, distribution and maintenance. However, as the implementation progressed, it was decided to implement new IFS software in the finance department, too.

### Implementation

As a new company, Centertel had a very good equipment infrastructure. Apart from a modern server Digital Alpha 4100 and Oracle database system, the company owns a telecommunications network, which was a great advantage. The



implementation was based on the principle that the new system should be changed as little as possible. Deperas again: “When we implemented financials in 1997, we immediately noticed that we took a major step forward. With the benefit of hindsight, I would recommend starting with financials.”

### **Benefits**

Magdalena Hauptman, Head of the Budget Department, comments: “We have learnt a lot from our new IT system. We now know that comparisons with similar systems operating in a similar company abroad are not useful because of legal and economic differences. Instead, a thorough study of a company’s needs, accompanied by a simulation of a few ‘worst-case’ scenarios, is far more valuable.”

At present the finance, logistics and product departments use the IFS solution, which supports the company’s financial, investment management, purchasing and storage operations. In addition, the Investment and Maintenance Office is using the equipment component.

“This connection was of the greatest interest to us,” continues Hauptman. “If a product leaves inventory and is used in an installation, the system automatically registers it in the maintenance module, so that it falls under maintenance”.

Presently, financial operations are fully computerized and there is only a limited need for multiple data entry. Thanks to such a solution the financial department has been able to cope with many extra tasks without recruiting more staff. And with all the

data in one system, the company can always access up-to-date information.

“Generally, the system meets most of our present requirements,” explains Liliana Gabryel, chief accountant. “Following company procedures, users convey their complaints or comments to our IT staff and they pass them on to IFS. All failures are handled on a current basis.”

The inventory process is being computerized (gradual introduction of bar codes throughout the company), and the showrooms are being integrated with customer-service offices.

The most important feature for the company is the capability to use the system to solve current problems related to the establishment of a cellular telephony network. At present this is the company’s major investment since there are several hundred installations being established throughout the country. The IFS system helps to monitor developments and control costs.

“Using our software we are able to produce a daily financial report. And since we know how much we have, we are able to have an up-to-date plan of our expenses,” Liliana Gabryel concludes.

### **Software**

IFS/Fixed Assets™, IFS Maintenance™, IFS Distribution™, IFS Financials™

### **Hardware**

Digital AlphaServer 4100 with Digital Unix v. 4.0d operating system and Oracle 7.3.4