

Brazilian mobile telephone operator optimizes management with IFS Applications™

Ease Mobile telephone operator Tele Centro-Oeste Celular Holding (TCO), established in 1998, consists of seven companies in the states of west-central Brazil: Telebrasilíia Celular (Distrito Federal), Telegoiás Celular (Goiás), Telemat Celular (Mato Grosso), Telems Celular (Mato Grosso do Sul), Tele Acre Celular (Acre), Tocantins Celular (Tocantins), and Teleron Celular (Rondônia). TCO, with approximately 600,000 terminals in operation, serves an area of 2.3 million square kilometers, roughly 27% of the country, which includes more than 210 cities.

By installing IFS Applications™ TCO can continue to focus on its main business objective, i.e. to diversify the range of high quality services offered to its customers, thereby reinforcing its image in the market as a leader and supplier of competence. Like IFS, TCO focuses on anticipating customers' needs by

providing excellent levels of services with leading edge, state-of-the-art technology. Component-based IFS Applications™, integrated throughout TCO, will serve to spread knowledge within the company, ensuring the continued competence of the personnel and increasing their commitment to the company. In this way, TCO can achieve their goal, and that of all publicly held enterprises; to ensure shareholders the maximum return on their investments.

The Problem

The major problem was that each company within the group had its own system for general ledger, payroll administration, inventory, and other key enterprise resource planning functions, none of which followed any common standard. As a result, balance consolidation became a problem, as it was too difficult to coordinate the individual companies and consumed far too much time.



The Solution

Paulo Narcélio, TCO Financial and Information Technology director, explains that the company considered a number of critical factors before opting for IFS Applications™: “To cope with the anticipated large number of customers and the critical demand on reporting, we needed a swiftly implemented, integrated financial system that was capable of handling large volumes.” In addition to meeting these requirements, IFS could also offer solid experience of implementing telecommunications solutions and the flexibility of IFS Applications™, with its object-oriented architecture.

Implementation

The implementation process was initiated in February 1999, with the customer redefining all its business processes using IFS/Business Modeler™. The first phase consisted of the IFS Financials™, including IFS/General Ledger™ and IFS/Financial Ledger™, and was concluded in May 1999. Only 65 days were required to implement the system in seven all states. Subsequently, IFS Distribution™ and IFS/Payroll Administration™ were implemented. The entire implementation process was carried out in only five months.

One cost-saving feature was the implementation methodology of IFS Applications™, which is based on knowledge transfer from IFS to the customer. This enables much of the work to be done by the customers themselves, thereby eliminating the need to hire implementation consultants.

The integration process was quite complex as the old system needed to be run while IFS Applications™ was being implemented. For two weeks both systems were run simultaneously while the system was set up, parameters were adapted to the company’s MO, and data was migrated. “This was what made the IFS implementation in our company a success case”,

confirms Paulo Narcélio, who added that the users adapted quickly to IFS Applications™ despite the fact that the system was more complex than the old one. The enhanced navigation facilities were a particularly attractive feature.

Benefits

One of the principal benefits derived from installing IFS Applications™ is the time saved by integrating the seven cellular operators. Data can now be entered once and are available to all who need them, unlike the old system, where data had to be entered several times. Another positive aspect is the productivity gains in data processing, which, according to Paulo Narcélio, are making paybacks on the investment made in the system. The cost of IFS Applications™ was US\$ 1.2 million, including the license and the implementation.

“Currently, with the IFS Applications™ all the financial and distribution data are standardized and are available at headquarters in Brasilia, allowing us to easily track the movements of each operator”, concludes Paulo Narcélio. With IFS Applications™, Tele Centro-Oeste has a system that will enable it to meet, and exceed, the needs of the dramatically expanding mobile telecommunications industry.

Software

IFS Applications 99™: IFS Financials™, IFS Distribution™, IFS Manufacturing™, IFS Human Resources™, IFS Maintenance™, and IFS Engineering™.

Hardware

IBM – Netfinity
2 Pentium 400 XEON
1 GB Memory
70 GB Disc