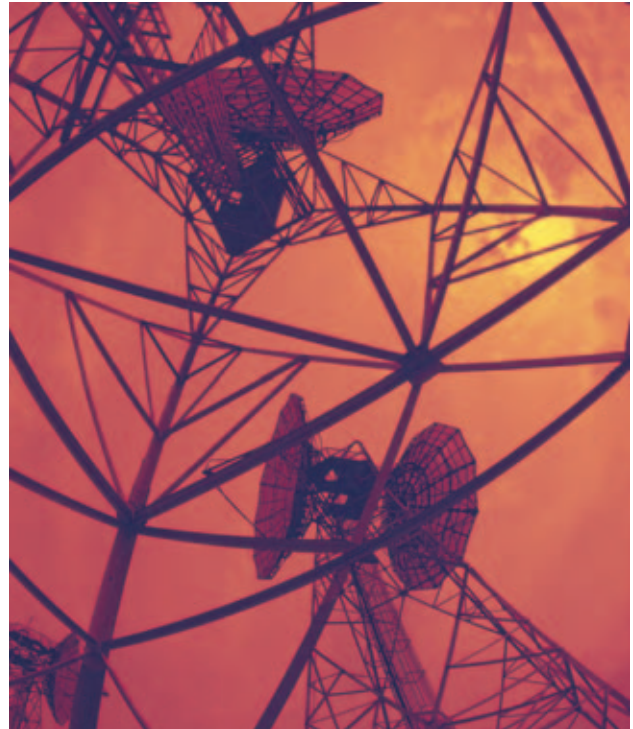


IFS Applications™ for Telecommunications integrates processes and cuts costs for major telecom provider

The Telsul Group provides services that include the manufacturing and distribution of products for telecommunications and IT networks. It also offers turnkey solutions for managing telecom enterprises. The Group comprises three subsidiaries. Telsul Serviços, in the São Paulo region, provides a full range of network implementation services and optic fiber installations. Telefônica is its main customer. Pampa Telecomunicações e Eletricidade, operating in the states of Rio Grande do Sul and Paraná, offers similar services to those provided by Telsul Serviços to clients that include Brasil Telecom, the principal telecom operator in the region with more than 10 million lines installed. The third subsidiary, Telsul Telecomunicações, the holding company, is mainly responsible for developing projects for telecommunications companies and merchandizing telephony products. Telsul has more than 4,000 employees, with annual group revenue approaching R\$ 150 million.



Implementing IFS Applications™ for Telecommunications has helped Telsul to streamline its operations, making it more competitive and improving the bottom line by reducing costs and enabling more stringent pricing control.

The challenge

Privatization in the telecommunications sector in Brazil was the main reason why Telsul decided to invest in modern business applications. The greater competition arising from the privatization pressed

prices downward. As a result, Telsul needed to be able to constantly review and control the prices it charged for its services. “The competitive market made it necessary for us to minimize our losses, because the current low prices do not allow any margin for covering costs arising from unresolved issues. This is the reason why we need business applications that allow us to retain very rigid control of all aspects of our operations,” comments Flávio Graziuso, director at Telsul Serviços. The company also wanted the information from all its units in a single database.

The solution

Telsul carried out an exhaustive survey of the market and a detailed selection process before opting for IFS Applications. The principal reason for selecting software from IFS was its suitability for enterprises in the telecommunications sector. Many of the business applications reviewed during the selection process would have required extensive customization to meet Telsul's requirements. IFS, however, offered a telecom solution based on standard applications, the result of competence and know-how gained from a number of successful implementations in the sector. "In the future, we intend to optimize our procurement processes as well as all the common areas for the three companies in the group," adds Graziuso. The component-based architecture underlying IFS Applications means this can be done with minimal disruption of operations.

Implementation

A core team was formed and was trained to specify and achieve project goals. The team was located in São Paulo to reduce costs and accelerate the decision-making process. The team of consultants for IFS Applications for Telecommunications performed an in-depth analysis of Telsul's business processes. As a result, it was able to contribute with time- and labor-saving enhancements for operational, tactical and strategic processes. The IFS Business Modeler was a key tool in this work.

Benefits

Telsul gained immediate benefits from implementing IFS Applications for Telecommunications. To begin with, company processes have become much easier.

At the same time, the quality and accuracy of corporate information has considerably improved as a result of the greater integration of company structures and processes.

Furthermore, IFS Applications ensures major cost reductions in operations since it enables more efficient management of the processes that involve its workforce of 4,000 employees and a fleet of 2,000 vehicles.

Software

- IFS Applications™ for Telecommunications
- IFS Distribution™
- IFS Maintenance™
- IFS/Work Order Management™
- IFS Project Management™
- IFS Human Resources™
- IFS Financials™

Hardware

- Dell server, with 4 processors of 750 KB, 2 GB memory, 400GB Winchester hard disk.
- DAT DLT for backup & 2 network cards 10/100.
- Operational system: Windows 2000
- Database: Oracle 8.1i