



# Makedonski Telekomunikacii: Open Text solution for the improvement of business processes

## The customer

Makedonski Telekomunikacii AD is a national telecoms operator providing public telecommunication services in the Republic of Macedonia and offering a comprehensive range of telecommunication services: telephony services, telegraph and telex services, public payphone services, leased line services, mobile telephony services, data transmission services, value added services, directory services, VSAT and other satellite services. In 1997 Makedonski Telekomunikacii AD separated from the existing company PTT Makedonija.

## The challenge

Makedonski Telekomunikacii always delivers its customers the best services. Accordingly, functional business processes are very important for the company. Therefore, Makedonski Telekomunikacii decided to improve its business processes by changing and redefining them, and by developing them further.

## The Project

Open Text business process management products as well as document management products provide a stable platform for developing a solution for high-volume scenarios and secure long-term archiving. Makedonski Telekomunikacii chose S&T Macedonia to implement this solution.

In the first phase, to acquire new system functionality and to cover a wider group of services and document types, PDMS solution extensions were implemented. In the second phase of the project, the PDMS (Production Document Management System) solution was integrated into a BPM (Business Process Management) environment to enhance the functionality of the existing solution, developed on the BPM Server. The project has been finalized with MS SPPS (Microsoft SharePoint Portal Server) integration to enhance the implemented solution even further. Moreover, the solution has been extended by introducing EMC Centera, which guarantees long-term storage of the archived documents and brings the fixed content online.

## Benefit to the customer

- enhanced business performance, lower costs and faster cycle time
- integration of disparate customer channels
- visibility and traceability of the processes in the company
- greater comprehension of the processes and easier collaboration on their improvement and optimization.



## S&T Macedonia

S&T Group entered the market with the acquisition of the Macedonian subsidiary of Hermes Plus. S&T Macedonia is one of the most established IT service providers in the country.

S&T Macedonia belongs to the S&T Group, which with about 3,000 employees in 22 countries and revenue of 461.3 million Euros in 2006 is the leading provider of IT consulting, IT solutions, and IT services for customers in Central and Eastern Europe (CEE) and the Germany-Austria-Switzerland region.

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