FILENET

TURKCELL

Turkey's leading telecoms operator streamlines document based business processes

ANOTHER FILENET SUCCESS

"The solution enabled us to store documents in a single secure location and to support optimum customer service in terms of response times and customer knowledge. By using FileNet's BPM functionality in our procurement department, we could not only manage the document themselves but also the processes by which they were created."

Reha Argac,
Enterprise Information Technologies Division Head

Industry:
> *Telecommunications*

Geographics:
> *Istanbul, Turkey*

Number of Employees:
> *2818*

Website:
> *http://www.turkcell.com.tr*

Implementation Partner:
> *Aksis Software Services*

Application:
> *ECM solution on FileNet P8*

Benefits:
> *Secure archiving for 10,000 documents*
> *Online access to billing information for customers*
> *More efficient management of procurement contracts*

FileNet Products:
> *FileNet P8*
> *FileNet Business Process Manager*
> *FileNet Content Services*
> *FileNet Image Manager*

The Business Challenge

Turkcell (NYSE: TKC; ISE: TCELL) is the leading GSM operator in Turkey with 28.7 million customers as of March 31, 2006. Turkcell also provides GSM services internationally with 6.4 million subscribers through its affiliates in Azerbaijan, Kazakhstan, Georgia and also Moldova (through its ownership of 41.45 % shares in Fintur). In addition, Turkcell has operations in Ukraine under the brand name "life:)". Established in February 2005, life:) was offering hundreds of new services to 3.3 million subscribers by March 31, 2006. Turkcell is one of the top ten GSM operators worldwide for international roaming with roaming a greements with 501 operators in 191 countries. It is the only NYSE listed company in Turkey.

With its growing customer base and range of services, Turkcell needed to ensure that customer transaction documents were kept secure and auditable, to cut document retrieval times, speed up document distribution and to ultimately increase customer responsiveness.

The solution

In 2005, Turkcell decided to invest in FileNet P8. Initially it installed FileNet Image Manager, which meant that phone bills could be scanned and transferred into electronic format enabling customers to make inquiries through the Website.

However, in response to corporate demand Turkcell decided that it needed more than an imaging solution. It needed a strategic platform for the management of content and core business processes company-wide. Turkcell decided to stay with FileNet because of its market leadership and financial performance. Also, having already purchased one FileNet solution, Turkcell saw the potential to leverage their original investment and to build upon the benefits that had already been achieved.

Turkcell extended the original FileNet solution to its procurement department in 2005. Approximately 3,000 purchasing contracts and related documents were scanned, indexed and archived. After the successful completion of this first phase, Turkcell began the implementation of FileNet Business Process Manager to streamline and speed up the generation of procurement contracts - increasing efficiency across the entire organisation.

The FileNet Business Benefits

Today, a central repository stores and manages as many as 10,000 documents including quality assurance and business continuity documents, procurement contracts and correspondence. FileNet P8 supports existing Turkcell software such as its Oracle ERP backbone and other proprietary applications.

The implementation of FileNet P8 has led to shorter customer response times and increased efficiency in the procurement department. Through automation processes are more traceable and measurable. Electronic versions of documents can be accessed from anywhere at anytime.

Now all Turkcell departments are planning to leverage the content and business process platform. This will ensure optimum return on their IT investment.