

Poland's Largest Telecoms Supplier Streamlines its Operations with IBM FileNet P8

Overview

Telekomunikacja Polska (TP) is the largest supplier of telecommunications solutions in Poland. Its services include traditional telephony, data transmission, mobile telephony and the internet. In addition, TP offers professional services, including radio communication, paging, radiotelephony, and operator services. France Telecom is currently the largest shareholder of TP, owning 43.93 per cent of the company's shares.

The Challenge

With its increasing customer base and number of service options, TP was generating more customer transactions and documents than it could keep up with using its old manual system of post, couriers and physical storage and archiving. For example, documents relating to operator customers would arrive at TP's regional offices and were then distributed to the appropriate units for content processing using Polish post or courier services – a process that extended document management and delivery over a number of days.

In order to speed up distribution, increase storage capacity and ultimately decrease customer response time, TP decided to invest in a technology solution.

Implementation and Technology

TP selected IBM FileNet through IBM's partner Archiwa Slaskie – one of the largest private archiving companies in Poland -- for its enterprise content management needs. During the three month implementation, the IBM/Archiwa Slaskie team developed a system for TP based around an offsite central data repository that organises, manages and stores all of TP's customer transactions and correspondence, totalling as many as 40,000 documents per day.

"Our IBM solution enables easy re-routing of documents between geographically remote TP units, which allows for the optimisation of employee workload and increases the efficiency of operations," said Piotr Muszynski, director of the customer relations department at TP.

Results and Business Benefits

Since the implementation of IBM FileNet, TP has seen an increase in productivity in its operations, leading to shorter customer response times and increased efficiency. Using the automated system, documents now reach the appropriate consultant's desk within 24 hours – a time reduction of up to five days from its original manual system.

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Piotr Muszynski

Director of Customer Relations
Department, Telekomunikacja
Polska



The customer

■ **Industry**

Telecommunications

■ **Geographics**

Poland

■ **Application**

*Electronic Document
Management*

■ **Benefits**

- *Increased productivity in its operations*
- *Shorter customer response times and increased efficiency*
- *Time reduction of document management from up to five days down to 24 hours*

■ **Products**

- *IBM FileNet Web Services*
- *IBM FileNet Capture Professional*

“TP’s comprehensive archiving solution is the largest operation of its kind in Poland and a unique undertaking in all of Europe. The benefits result, among others, from the fact that we were the first in Poland to introduce the IBM FileNet P8 platform in order to serve the needs of the organisation. Finding similarly technologically advanced solutions capable of processing such operations offsite is impossible in the Polish market.” said Muszynski.

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