PETERSBURG TRANSIT TELECOM

OPTIMISING BUSINESS PROCESSES WITH ENHANCED DOCUMENT MANAGEMENT

Challenges

Innovation key to securing market share in telecom industry

Desire for flexibility hampered by rigid business processes

PTT sought Documentum-based workflow system

System had to offer a high level of flexibility and scalability for optimal ROI

Solution

Business processes automated with emphasis on workflow and lifecycles

Custom activity templates defined for future agile maintenance

Russian-language user interface designed, metadata taxonomy introduced

Flexible reporting sub system developed with eToken security

Result

Workflow system deployed by Reksoft We deployed a workflow system that serves 100 users

90% of document flow is now fully automated

PTT increased transparency of internal processes

We reduced PTT's total cost of ownership

Client

Petersburg Transit Telecom (PTT) was founded in 2000 as a leading telecommunication and internet provider that offers its services to corporate and carrier customers in northwestern Russia.

In 2007, Petersburg Transit Telecom was acquired by Northwest Telecom, the region's major landline operator.

"Quality is important to us, and all qualitative project goals – like transparent processes and flexible control of business processes – have been fully realised in the course of implementation. The system really works."

Alexander Kuchko
CEO,
Petersburg Transit Telecom

Challenge

The last ten years have witnessed a boom in Russian telecommunications, and the industry has become highly competitive. As more and more companies have joined the market, profit margins have shrunk considerably. Today, speed and flexibility, not size, are key to gaining and maintaining market share.

When connecting customers to its services, it is imperative for PTT to offer the shortest possible installation time to successfully compete with its industry rivals. However, business operations were hampered by limited document classification and inefficient manual processes. As PTT was seeking to expand its business, the company sought an experienced partner to design a document workflow system boasting a high level of flexibility and scalability. These features would enable PTT to avoid additional costs relating to later enhancements or platform updates, and achieve optimal return on investment.
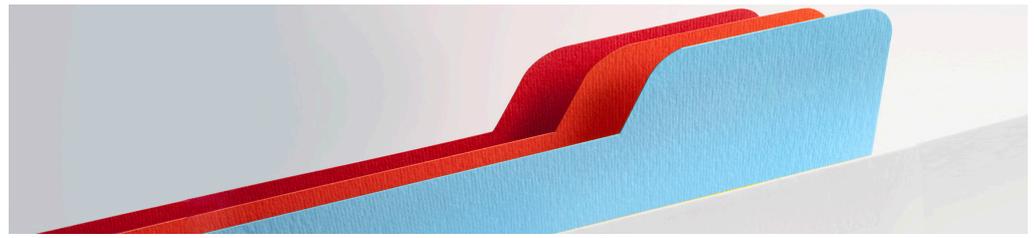
Technology

EMC Documentum 5.3 SP2, Microsoft SQL Server 2000, Microsoft Windows Server 2003, AppConnector, VMware Server 1.0, Eclipse IDE 3.0, Aladdin eToken

Scale

3 man-years

Type of service

Development, business analysis, requirements engineering, design, implementation, testing, deployment and user training

Timeframe

2005 – 2006

Solution

We introduced a Documentum-based workflow system to speed up PTT's internal business processes, including documentation workflow, and classify enterprise content. The system was implemented over two full-cycle iterations, ensuring close and flexible cooperation with PTT, and was followed by a maintenance phase.

We automated business processes with a strong emphasis on workflow and lifecycles, and defined a variety of custom activity templates for agile maintenance of evolving business processes by administrators in future. We also successfully deployed a Russian-language web interface for PTT's users, along with broader localisation covering all customisations made on the Documentum platform. To ensure only authorised individuals could access PTT's sensitive information, we implemented a secure, eToken-based authentication sub system. This offers users single sign-on functionality and the capability to smooth integration projects undertaken at a later date.

Result

The workflow system we deployed today serves 100 users, and resulted in the automation of 90% of documentation processing. As a result, PTT has substantially sped up its business workflow, allowing it to compete more effectively with its industry rivals. Our development of a methodology and procedures for identifying, describing and uploading the business processes into the system has also reduced PTT's total cost of ownership.

Our implementation of eToken-based authentication has enhanced PTT's data protection and improved user access. The system results in highly flexible and cost effective security for PTT's corporate IT infrastructure.

About Reksoft
Since 1991, Reksoft has been building great teams to develop, migrate or maintain complex, mission-critical software.

We have mastered the dynamics of distributed software engineering, developing a workflow and methodology that improves our performance on every key customer metric, including product quality, time to market, budget adherence, project transparency and issue resolution.

That's why over 97% of our clients come back for more.

Reksoft. Software engineering. Delivered.