

IntelliPRINT *enables 15% reduction* in Overhead and delivers ROI *within 12 weeks* for Global Telecom major!

The Customer



Orange Romania SA is the flagship brand of France Telecom and is the largest mobile communication services provider in Romania.

Environment



Orange Romania uses 24 IBM Domino web applications most of which run 24x7 and support business critical tasks. They are used by over 2500 users with an average concurrent usage by over 200 users. Their Core Notes applications span the following business critical functions:

Revenue Impacting applications

- Customer Retention & Loyalty Management
- Credit & Collection ManagementRoaming operations & settlements withother service providers
- Customer Subscription Management

Customer Operations applications

- Retail Customer Service Management
- Corporate Customer Service Management

Internal business process applications

- Internal Requisitions, Purchase, Delivery& Material Receipt Management
- HR related business processes (promotions, internal transfer, staff recruitment, change of employee status)

Key Challenges



Orange Romania was required to use scripting extensively to augment Notes Views and meet the critical information needs of their business users. This placed a significant overhead on their IT team and presented significant challenges in meeting the information needs of users in a timely manner. The lack of timely delivery of information resulted in operational inefficiencies for business users.

Reporting from Notes using scripting and/or customizing Notes Views to meet user-specific or ad hoc needs were both resource & time intensive. It also resulted in very limited visualization capabilities. With a growing number of users and applications, this resulted in increased stress on the IT team's ability to meet the needs of their business users.

Orange Romania needed an enterprise reporting system that could deliver:

- Rapid report creation & maintenance
- Ease of use for developers and users
- Extensive support for report types to meet business needs
- Data security - Business roles mapped to reports & report data

They needed a solution that could enhance decision-making abilities for business users while decreasing IT effort and increasing both business user & IT productivity.

Highlights



The Customer

- Largest mobile communication services provider in Romania with a customer base of nearly 10 million users and revenues of EUR 1.2 billion in 2007.

Environment

- 24 IBM Domino based web applications
- Over 2500 users with average concurrent usage by over 200 users

Key Challenges

- Inability to provide business critical information to users in a timely manner
- Limited presentation capabilities
- No support for ad-hoc needs
- Resource & time intensive

Solution Deployed

- IntelliPRINT Reporting

Key Results

- Increased user productivity and business efficiency
- 80% savings in report creation time
- 15% reduction in overall IT overhead
- Rol within 12 weeks of deployment

Among all the solutions we evaluated, nothing came close to IntelliPRINT in terms of Native Notes integration. IntelliPRINT is a logical extension of IBM Notes which delivers industry leading reporting functionality. It is very easy to deploy and is a perfect fit for our business needs.



Mihai Cristescu, Orange Romania

Solution Deployed



- IntelliPRINT Reporting

Orange Romania chose native Notes & Domino Reporting!

Orange Romania chose to deploy IntelliPRINT Reporting, a native plug-in solution for Notes & Domino that integrates reporting and data visualization into the business context and workflow of Notes & Domino applications.

Key factors for choosing IntelliPRINT Reporting:

- Advanced & rapid visualization capabilities
- Intuitive GUI-driven report building capability
- Tight Integration with Notes application workflow and security (ACL)
- Outstanding performance and report response times
- Extensive support for simple and complex reports
- Inherent support for Notes Formula & Multi-value fields
 - Master-Detail and Anchor linking
 - Extensive Filtering support & API integration
- Excellent support through the pre-sale and post-sale process

Key Result



IntelliPRINT Reporting significantly increased the speed of report delivery by providing a standard framework for report development. The availability of timely visual information resulted in significant productivity improvements for business users and eliminated operational inefficiencies.

IntelliPRINT Reporting also delivered significant cost savings and productivity gains for IT in developing and managing reports. The IT team was able to deliver presentation quality visual information to users as part of their application workflow!

Benefits for Business Users

- Rapid availability of business critical information
- Significant improvement in decision making capabilities
- Significant gains in user productivity and business efficiency

Benefits for IT

- 15% reduction in overall IT overhead, enabling resources to be deployed for other business critical tasks
- Minimum 80% savings in report creation time
- Rapid ROI - within 12 weeks of deployment!

IntelliPRINT Highlights

- Significantly minimizes cost of providing business insights to users
- Instantly transforms your data into interactive user-driven reports with analysis capabilities
- Exponentially increases your ROI on Notes investments & unlocks business value

IntelliPRINT enabled us to standardize and improve the quality of reports that we deliver to our IBM Domino application users. It is helping us greatly improve our decision-making through timely analysis of business processes.



Mihai Cristescu, Orange Romania

About IntelliPRINT

IntelliPRINT Reporting is a native advanced reporting solution within the collaborative Notes & Domino application framework. It enables organizations to deliver high quality, presentation-ready reports to users, within the context of their Notes & Domino applications.

The IntelliPRINT range of products also includes:

- **IntelliPRINT Dashboard Reporting:** A native solution for Notes & Domino that delivers end-user driven dashboards and on-demand analysis of IBM Notes & Domino data
- **IntelliPRINT Analytics:** a native solution for Notes & Domino that enables end users to transform any Notes view into an interactive spreadsheet-like view and analyze their data INSIDE Notes applications.



GBS is the world's largest provider of solutions for the IBM Notes and Domino platform. GBS has over 5,000 customers worldwide with offices in 9 locations in North America, Europe and Asia.

Sales

intelliprint.sales@gbs.com
+1 404 410 3506

Support

intelliprint.support@gbs.com
+1 404 410 3505

Customer Relations

customer.relations@gbs.com
+1 404 410 3506