



## Customer Success Story: Polkomtel S.A.

### Overview

Polkomtel S.A. is the third largest mobile operator in Central Europe. The company runs a digital cellular telephony network known as the Plus GSM network. The company provides voice and data transmission services and is a pioneer in implementing state-of-the-art technologies (UMTS/EDGE/GPRS) which enable wireless access to the Internet, high-speed data transmission, packet data transmission, as well as multimedia messaging. In 2004, over 7 million customers used the Plus GSM network which is available to over 98% of the population in Poland.

### Challenge

Polkomtel is a young company that has realized remarkable growth since its inception in 1996. The company began with only 8 employees and quickly grew to around 3000 employees in just 8 years.

As a result of this rapid growth, the number of internal procedures and requests were growing and the company was finding itself under mountains of paper. To manage continued growth and the bureaucracy that came with its expansion, Polkomtel needed to be able to improve its internal process controls, provide a more efficient work environment, and maintain a certain level of control and insight over how the business is running.

The company decided to take control of its processes by automating IT processes that have a crucial impact on its IT security. The company's second step was launching its "Bureau without a Paper" project. A Business Process Management (BPM) system was one of its first needs and Metastorm's BPM software was ultimately chosen due to its position as a leader on the Gartner Magic Quadrant for Pure-Play BPM. Being a leader in this prestigious report gave Polkomtel the guarantee and certainty it needed to ensure that Metastorm was the right choice

### Highlights

#### Telecommunications

##### Processes Enabled:

- IT Administration - password, access, account and role requests

##### Customer Benefits & Results:

- Increased efficiency, collaboration and productivity
- Paper no longer lost and processes no longer delayed
- Provides control and visibility at every stage

for this critical project.

### Solution


Polkomtel completed preparation work on their existing environment before implementing Metastorm in order to make certain its existing systems, services and environment can support it. It was during this time that Metastorm Partners, Lumena, an established systems integrator, and Adrenalina developed a BPM pilot using Metastorm BPM to prove out the competency of the technology.

After completing a successful pilot, Metastorm met the company's key requirements which included the ability to integrate with its existing environment, and the functionality to empower the company to easily and quickly automate endless applications – therefore allowing them to successfully deploy the "Bureau without a Paper" project which the company sees as a continuous process.

Today, all Polkomtel employees are utilizing Metastorm BPM and the company has already automated over 30 processes. Its IT department is using Metastorm for all password, access, account and role requests and also for keeping its Active Directory information up-to-date and it has also been implemented in Polkomtel's business departments that include administration, sales, and finance.

### Results

Polkomtel is very satisfied with the results it has achieved so far including increased efficiency, collaboration and productivity. One of the biggest benefits for Polkomtel is the ability to continuously leverage Metastorm throughout the organization



and manage its “Bureau without a Paper” project.

Using Metastorm, paper is no longer lost and processes are no longer delayed. Metastorm provides control and visibility into each stage of a process to ensure that work-in-process is accounted for and bottlenecks are eliminated. Polkomtel is also excited to be able to report on how good or bad the process is by running both statistic and real-time reports.

The company has endorsed Metastorm BPM as a critical system and plans to continue working with Lumena to extend its use of the software by continually automating processes across the organization.

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