



C A S E S T U D Y

MTN is one of the largest telecommunications providers in Cyprus. It offers integrated telecommunications solutions for mobile, fixed telephony and broadband services, providing pioneering solutions for private and business clients.

The company's experienced staff comprises approximately 400 professionals with enviable background and knowledge in the telecommunication industry. MTN is also the owner of the largest private retail chain owned by a Telecommunication provider in Cyprus with 16 MTN Stores all over Cyprus.



By implementing the ABBYY FlexiCapture® solution, MTN bypasses the time-consuming and laborious manual process of managing business forms, attaining remarkable increases in efficiency and customer service speed, rendering it a technological innovator and, thus, offering a competitive advantage

PROBLEM

The systematic management, processing & export of critical information from business documents in parallel with their supplication to their relevant systems, is one of the most vital functions and require safe and immediate treatment .

The existing market competitiveness, leads organizations in the search for innovative methods of attracting customers and new activities in order to better serve them, to reduce operating costs, increase profits, offer protection from any kind of fraud, and strictly adhere to relevant laws & regulations.

It is in such complex needs that an advanced solution is offered, in the form of Data Capturing & Document Processing applications

APPROACH

The needs of MTN, to address and solve the above requirements have been met by applying ABBYY's FlexiCapture platform and cover all of MTN's operational requirements.

ABBYY FlexiCapture® is a powerful data capture and document processing enterprise platform designed to efficiently transform streams of documents of any structure, complexity & language into usable and accessible business-ready data.

Data can be exported to back-end systems & databases or stored in enterprise databases.

The customization to MTN's requirements of the aforementioned solutions, as well as the maintenance and support services have been undertaken by A. Th. Loizou & Son Ltd.



SOLUTION

By applying the capabilities provided by ABBYY FlexiCapture & with its appropriate adaptation to these specific requirements, the solution covers the automated recognition and extraction of the necessary data from Contracts, Orders, Invoices, Letters, etc.

The extracted data are supplied to the already existing Information Systems of MTN such as CRM, ERP & DM .

The Solution has been delivered in full within two months. Full user training has been provided as well.

Base Solution Characteristics:

- ◇ Document scanning and Image noise removal.
- ◇ Automated recognition of typographic and hand-written text (OCR.ICR), barcode and checkmarks(OMR)
- ◇ Data verification using suitably adjusted rules (validation rules)
- ◇ Checking the integrity and coherence of documents.
- ◇ Support a range of export formats and destinations including XML export, ODBC connectors, export to Microsoft Office SharePoint® Server and delivery to other business applications through custom modules and scripts.
- ◇ Export of images to external information systems.
- ◇ Control throughout the duration of the recognition process and processing the forms.



RESULTS

Following the implementation of these solutions in MTN resulted in:

- ◇ Exported Data Accuracy.
- ◇ Dramatic reduction of errors through the use of identification technologies OCR / ICR / OMR / barcode and verification data under existing systems or Databases.
- ◇ Reduced operating costs - Reduced replication and circulation of documents, standardization of data capturing process and reduction in physical storage costs
- ◇ Substantial and direct information utilization
- ◇ Document capturing in the relevant delivery points , i.e in branches, accelerating customer service , utilizing ABBYY's easy to use Web scanning environment & verification.
- ◇ Qualitative upgrading of both internal operations & provided services.



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Your Ideas founded in Athens in 2002 by experienced members of the Greek IT community with the objective of offering technologically advanced solutions in the design, automation & management of vital business processes as well as in collecting, organising, archiving and managing corporate data, in tandem with reliable service and comprehensive support.

The executive workforce is made up of field specialists who enjoy long term experience in their chosen field. The employees possess high technical training and experience in the spheres of realization, application, modification, localisation and maintenance of such systems.

We emphasize the importance of innovation and diffusion of knowledge.

We work closely with our customers in order to develop and deliver the best solutions for them.

Your Ideas has implemented and delivered turn key solutions in more than 60 organisations and 2500 users, in various business sectors as, Financial Services, Public sector, International Institutes, Government, Shipping, Nonprofit organisations, Municipalities, Commercial companies, Pharmaceutical Industry, I.T. companies, Healthcare, Construction, Education & Research, Advertising, e.t.c.

Your Ideas' solutions enable clients to reduce the mediation period from the decision of investment up till realization, active exploitation of existing information, reduction of running expenses complemented with simultaneous improvement in internal operation and quality provision. The above all lead to the expansion in competitiveness.

Browse our website at www.yourideas.gr