



Makedonski Telekomunikacii: better visibility for the best business decisions

The customer

„Makedonski Telekomunikacii“ AD is a national telecom operator providing public telecommunication services in the Republic of Macedonia offering a comprehensive scope of telecommunication services: telephony services, telegraph and telex services, public payphone services, leased lines services, mobile telephony services, data transmission services, value added services, directory services, VSAT and other satellite services. 1997, „Makedonski Telekomunikacii“ AD, has been separated from the existing company PTT Makedonija.

The challenge

Maktel needed a solution for centralizing and standardizing data regarding customer usages, revenues and activities. Therefore unified business layer had to be established across all applications with an integrated enterprise data model. S&T was chosen for this task for its highly professional and innovative approach in delivering contemporary solutions.

The Project

The new data warehouse had to provide a platform for greatly enhanced corporate reporting capabilities in the near future. Cognos Products enable best to extract business-critical information, quickly find answers and stay connected to what's happening in the organization. According to this Cognos 8 BI was chosen for the project to provide a single, adaptive authoring environment for the full range of reports. This enables the user to easily explore and analyze large volumes of data with fast and predictable response times. The project included as well the analysis of the customer's business requirements, the design and implementation of the OLAP (Online-Analytical-Processing) cubes as well as building required analysis and reports. Maktel has a hardware platform including a HP-UX on HP Itanium server, Oracle DB and DWH as well as a EMC DMX-3 storage platform. The BI part of the project could so be implemented on the existing platform.

Benefit to the customer

- complete and holistic view of the business for the whole company (from both a functional and a process point of view)
- shortened and simplified decision making
- important information is delivered in a concise way



“With the new implemented data warehouse solution important data is centralized. This gives us a better visibility of the business processes of the company and simplifies so the process of decision making.”

Makedonski Telekomunikacii

S&T Macedonia dooel

The market entrance of S&T Group took place with the acquisition of the Macedonian subsidiary of Hermes Plus in Macedonia. S&T Macedonia is one of the most established IT service providers in the country.

S&T Macedonia belongs to the S&T Group, which with about 3,000 employees in 22 countries and revenue of 461.3 million Euros in 2006 is the leading provider of IT consulting, IT solutions, and IT services for customers in Central and Eastern Europe (CEE) and the Germany-Austria-Switzerland region.

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