



CYFROWE SIECI MULTIMEDIALNE (CSM) STREAMLINES PROJECT MANAGEMENT WITH IFS APPLICATIONS™

Cyfrowe Sieci Multimedialne (CSM) Sp. z o.o., a Polish-based specialized ICT service provider, implemented IFS Applications™ 8 to streamline its business processes, including project management, warehouse management and supply chain.

CSM provides various ICT integration and optimization services as a part of complex IT deployments. CSM group is comprised of Globlogic, a specialized service vendor for ITC operators, and Informatyka Sp. z o.o., a business partner of IFS Poland authorized to sell and implement IFS Applications.

NECESSARY INTEGRATION OF IT TOOLS

The main reason that prompted the board of management of the CSM group to implement an ERP system was the need to streamline the processes of projects managed in various regions of the country. Other areas of operation, which also required advanced management-support solutions, are warehouse management, supply chain, finances, HR, distribution and document management.

“Previously, we’ve used standalone solutions. For this reason, a lot of data related to tracking investments was delivered with a delay. It impeded real-time implementation of changes to the projects that were running,” says Robert Szydłowski, CSM Sp. z o.o. CEO. “In our business, being able to schedule work efficiently is of the utmost importance. Before IFS Applications, the standalone software we used to schedule tasks made it difficult to manage the costs of specific projects.

IMPLEMENTATION OF IFS APPLICATIONS

As a part of a pre-implementation analysis, the CSM group performed a necessary reorganization of its business processes to optimize and streamline its operations. “We decided to utilize the standard functionality of IFS Applications, which meant we could minimize the number of modifications,” says Robert Szydłowski.

The implementation was quick. The project started up in March 2013 and went live in January 2014. IFS Applications covered key operational areas including finances, distribution, projects, human resource management, and payroll.

ABOUT CSM SP. Z O.O.

Cyfrowe Sieci Multimedialne (CSM) Sp. z.o.o. is a service provider in the area of telecommunication, cable television, structured cabling, security systems, electric installations and system integration. The company offers various ICT integration and optimization services as a part of complex IT solutions implementations. Other members of the CSM group are Globlogic Sp. z o.o., a vendor specialized in services related to ICT, cable television and radio broadcasting network infrastructure, and Informatyka Sp. z o.o., a business partner of IFS Poland authorized to sell and implement IFS Applications.



“The implementation was a joint venture between our company and IFS. The fact that Informatyka, the CSM group member, is a business partner of IFS Poland meant that we could use our own expertise during the project,” explains Robert Szydłowski.

EFFICIENT PROJECT MANAGEMENT, BETTER MATERIAL HANDLING

Successful deployment of the ERP system helped to streamline the business processes and centralize data. As a result, it improved project management and logistics, as well as document handling and processing.

“With the new management features we can monitor processes in real time. This way, we can handle tasks in a more efficient manner. Moreover, based on the analysis of data acquired with IFS Applications we can evaluate the offers more precisely, which gives us a competitive edge,” Robert Szydłowski says.

Optimized human resource management is one of the key benefits. “Now, we can precisely track individual time and attendance within executed contracts. With the information gathered by the system, we have real-time insight into the time the employees spend on carrying out specific tasks. We know the cost of warranty service of contracts and paid repair services,” Robert Szydłowski explains.

“Project execution control is performed in real time, enabling us to respond quickly to potential delays or changes. Anytime and anywhere we can access the system for information on a given project’s stage, make sure it is conducted according to schedule and, if need be, make proper decisions based on reliable data. Remote access to the system is particularly important because of the geographically dispersed structure of the company.

“In my estimation, the improvement of project management, logistics and documentation has reduced our costs by about 25%. Moreover, the IFS Applications implementation reduced supply chain and warehouse management costs by 15% in Q1 of 2014,” Robert Szydłowski concludes.

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Robert Szydłowski, CEO, CSM Sp. z o.o.



BENEFITS

- Process streamlining
- Data centralization
- Access to real-time business management data
- More efficient project management
- Enhanced logistics
- Agile document flow and processing processes

BENEFITS

IFS Financials™
 IFS Distribution™
 IFS Document Management™
 IFS Human Resources™

