Archibus Case Study:
Türk Telekom

Reimagine Your Workplace™

Facilities Facts

18,000
Buildings

32M
Square Feet

31,000
Employees
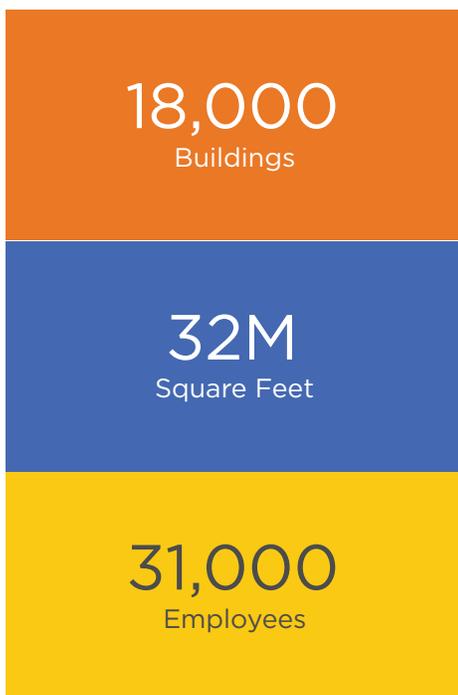
The University of Massachusetts Medical School As Turkey's leading telecommunications and convergence technologies group, Türk Telekom offers integrated telecommunications services, from the public phone network up to GSM and broadband Internet. With more than 15.6 million fixed access lines, more than 6.7 million ADSL connections, and 12.2 million mobile phone users, Türk Telekom offers a complete range of telecommunications services for commercial and residential clients.

To maintain its dominant market share and position itself for the future and continued profitability, Türk Telekom embarked on a major facilities management software project to reduce costs in building operations and facility asset utilization.

Reasons for Implementing

- **Reduce costs in building operation and facility asset utilization**
- **Raise efficiency**
- **Modernize and insure transparency of the respective operations**

Benefits Gained

- **Reduce infrastructure management costs**
- **Accurately manage property, facilities, and equipment**

Plans for Future Use

- **Service Desk**
- **Contract Management**
- **Automation of maintenance and asset management processes using mobile devices**

Detailed Reports for Strategic Decisions

The project, started in November 2010, had as its goal raising efficiency, as well as modernizing and insuring transparency of its operations, by streamlining business processes. To achieve that goal, the company needed, among other capabilities, to generate detailed reports in order to make strategic decisions, as well as plan and execute equipment, furniture and asset moves in an efficient manner. It also wanted to track location and depreciation of assets and provide fully automated room and facilities reservations.

As a result of these needs, Türk Telekom issued a Request for Proposal from several international facilities management software companies — Archibus, Inc. among them. As a regional

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representative, Archibus Solution Center-Romania (ASC-Romania) won the tender by presenting a solution that was capable of satisfying all the requests by efficiently adapting Archibus real estate, infrastructure and facilities management solutions to Türk Telekom's specific needs. For this project, ASC-Romania worked along-side two strategic partners: Innova, the leading IT solutions company in Turkey; and Procos Group, part of an international network of facility management consultants.

"The decision that we took depended upon the proposal's ability to adapt to our specific needs," declared Şükrü Kutlu, manager of Türk Telekom's Human Resources Support and Regulation department. "Of course, the price was also important. More than that, the team that presented the project and the one who would implement it had to generate the kind of trust that is needed to build a long-term partnership."

> "After processing the sample data and analyzing the results, it was clear that the implemented solutions would reduce infrastructure management costs and the owner would be able to more effectively manage property, facilities and equipment by using the appropriate detailed reports."
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> —Türk Telekom, Şükrü Kutlu, Human Resources Support and Regulation Department Manager

After a complete assessment of the client's needs and objectives, Archibus Solution Center-Romania

proposed an integrated implementation of Archibus applications. They included Real Estate Portfolio Management (including reservation of rooms and hoteling capabilities), Space Management, Overlay with Design Management for AutoCAD, Furniture & Equipment Management, Preventive Maintenance, On Demand Work, and Move Management.

The project has three phases, the first one being a pilot project based upon implementing the following Archibus applications:

- Real Property and Lease

- Space Management

- Room Reservation

- Building Operations (Maintenance Management)

- Move Management

Reduced Management Costs, ERP Integration

The completion of this phase of the implementation proved the efficiency of the Archibus integrated system. After processing the sample data and analyzing the results, it was clear that the implemented solutions would reduce infrastructure management costs and the owner would be able to more effectively manage property, facilities and equipment by using the appropriate detailed reports. As a consequence of establishing this solid technology foundation, the project was able to follow its agreed-upon implementation schedule, and deliver on all guarantees, technical support and upgrades of applications for post-implementation phases.

During Phase II of the project, some of the applications in the pilot project would be adjusted in order to completely satisfy Türk Telekom demands. At the same time, the following Archibus applications were also implemented:

- Service Desk

- Contract Management

- Automation of processes in the maintenance and asset management areas by using PDA mobile devices

Beyond that, the Archibus applications will also be integrated with other ERP systems already used by Türk Telekom, among which are SAP and Active Directory, to create a more fully integrated environment that achieves the company-wide transparency and coordination needed to remain competitive.

The ASC-Romania partnership with Türk Telekom is a long-term collaboration and the benefits are already being seen. The future will build on this successful start and work to the advantage of both companies.

For More Information Visit Archibus.com

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Santa Clara, California United States
www.spaceiq.com

Archibus is the global leader for managing facilities, infrastructure, and real estate. Our industry leading IWMS provides organizations the ability to gain full insights into their built-environments to reduce costs, optimize operations, and elevate their employee experiences. Our solutions are designed to offer enterprise-level asset management, reporting, data and infrastructure management in a single system.