M I S  Swiss Telecom PTT

by

Jürg Winzeler
Products and services of Swiss Telecom

Telecommunication within Switzerland and worldwide:

- Telephone
- Mobile phone
- ISDN
- Fax
- Videoconference
- Leased circuits
- Equipment for almost all services
Organisation

Headquarter

CEO

Profit '94
~900 Mill. $

Turnover '94
~10 Bill. $

2'300 Personnel

Telecom
International

Finance

Logistics

Information
Technology

17 Regional Directorates

17'000 Personnel

Business
Customers

Mobile

Networks

Residential
Customers

Multinational
Customers

Logistics

Information
Technology

SEUGI 95
Views and multilanguage application
General proceeding

- Definition of Key Figures
- Looking for a sponsor (CEO)
- Availability of figures
- Immediate start = Prototyping

- Development of DSS

- Implementation
  12 managers in the HQ
  17 managers in the regions
The very first multidimensional DSS within SAS-Application

- 6 Dimensions (Organisation, Product, KeyFigure, Version, Period and Region)

- Each dimension contains members

- Each member can be selected

- Creation of new members by calculating

- Individual graph