

Smartel and Exact

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SMARTEL TRUSTS EXACT TO EFFICIENTLY MANAGE ITS BUSINESS PROCESSES



Smartel is an integrated service provider specialising in engineering works, network management and consultancy. Based in Erandio in the Basque Country, it provides services across Spain and boasts a team with extensive experience in the telecommunications, engineering and solar energy sectors. A few months ago, Smartel launched a new line of business dedicated to managing Infrastructure Sharing and Adaptation for telephone operators.

The company has enjoyed significant growth in recent years, expanding from a single office in 2011 to a presence in 9 Spanish provinces today. This has brought with it increased operational and administrative complexity, and large volumes of information and data which must be managed to have a full picture of the business and its various projects.

As Smartel lacked an integrated management solution, its head office had problems controlling operations and costs, reporting agility was poor, and not much information was available to analyse data from each office. Meanwhile local offices, particularly the decentralised ones, cited a lack of control over volumes and types of work. The company also needed to optimise and centralise administrative tasks such

as purchasing, travel and training, and manage its human resources, new hires and regulations etc.

Jon Rodríguez, Smartel's Operations Director, explains, "We needed a tool that would help us to standardise processes and not have to depend on one person to know the status of a specific account, and to improve project management and analysis. We also needed to be able to organise the work better and track it, as well as improve access to specific documentation".

A collaborative solution for professional services

To meet Smartel's needs, Exact proposed its collaborative solution for professional services companies, Exact Synergy for Project Management. Since implementing it in 2015, Smartel has managed to improve project control, both in terms of operations and costs, and project tracking.

Another advantage is that the company now has access to better financial analyses of its projects, branch offices and head office and better traceability of the different processes like project management, task management, invoicing, reporting etc. Smartel can therefore keep a daily record of the people and hours dedicated to each project so that it can produce an optimal analysis of the allocation of hours to these projects and the corresponding results. All this gives the company an up-to-date overview of how healthy its daily activity is looking.

"Implementing Exact's solution has improved collaboration between departments, optimised the management of our processes and daily operations and enabled us to manage the information we handle in a more structured, efficient and secure way", says Jon Rodríguez, Operations Director at Smartel.

Exact's solution also enables companies to monitor revenue and costs per project, allowing them to establish operating activity controls (authentications, acquisitions, sharing etc.), implement a needs-based document management strategy that ensures quick and easy information searches, and keep an automatic log of activities performed.



Standardised HR management

Once the first phase of the project was complete, Smartel tackled another of the areas where it needed to optimise its management processes: Human Resources. Thanks to the collaborative nature of Exact Synergy and how easy it is to integrate different Exact solutions, the HR solution was implemented in just a few weeks.

Exact Synergy for HR has helped Smartel to standardise its HR management process and has reduced the administrative load by making tasks such as requesting sick leave, holidays and justified absences easier through the Employee Self-service Portal. It has also made it easier for Smartel to manage professional development by monitoring employees' specialist and academic training and managing medical examinations and expenses etc.

NEEDS

The company's strong growth in recent years has brought with it increased operational and administrative complexity and a large volume of information and data to be managed.

SOLUTION

Smartel chose the Exact Globe, Exact Synergy Project Management and Exact for HR solutions.

BENEFITS

- Increased level of project control in terms of both operations and costs and also traceability
- Optimised financial analyses of projects, 24x7
- Better process traceability
- Document management that ensures quick and easy information searches
- More standardised management of human resources with less administration.

SMARTEL

Jon Rodríguez, Operations Director



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Facts

Name of Organization	: Smartel
Line of business	: Private equity
Number of employees	: 138
Number of Exact users	: 128
Active Exact product lines	: Exact Globe, Exact Synergy for Project Management, Exact for HR and Event Manager
Focus areas	: HR, CRM, Projects and Finance
Sector	: Telecommunications
Implementation time	: 4 months
Financial benefits	: 18 months
Offices	: Headquarters in Erandio (Vizcaya) and 9 offices in Spain
Website	: www.exact-software.co.uk