



Song Networks A/S is the internordic teleoperator for the business environment, which offers a maximum of freedom to communicate through an unlimited net-capacity and use of "state-of-the-art" technology. Song Networks A/S offers the business community fast connections with capacity on fixed network, datacom, internet and cellular telephony, as well as integrated solutions.

in an electronic form that could maintain focus on our objectives and establish control functions without limiting the dynamics in the department. This would optimise the use of resources that for most organisations in the industry is of outmost importance for satisfying, not only our needs but also the needs of our customers, concerning cost control and competitiveness, Birgit Kløve adds.

Song networks and our choice of Scandinavian Tele Consult A/S

We have had prior experience with Scandinavian Tele Consult A/S (STC) who has shown to be a *reliable and result oriented consultant*. Hence, we found it natural to contact STC and discuss the challenges we were facing concerning the applications. As STC succeedingly offered a *fully integrateable, scalable and automated application that met our needs for resources minimisation, dynamics and overview*, with respect for the declared deadlines, we found no need for further discussions.

We did have some considerations in relation to the structure and size of the company, which was different from what we were used to. However, maybe the size and in-depth knowledge of the industry was exactly what made the company able to mobilize a *high degree of competence, show unprecedented flexibility and deliver a high degree of personal and direct service*, not just throughout the production phase, but also later in the daily operation. For example, STC has numerous times pointed out improvements in the functions in our own system set-up before we realised the problems ourselves, and has constantly been in dialog with the users in regards to, for example, their opinion on the screen design and user functionality, Birgit Kløve continues.

Why ABILS

The software modularity or the flexibility in ABILS enables us as a department to pair up the different ABILS functionalities with the needs for reporting and control that we as a department have. This means that we are not "forced" to purchase or utilise unnecessary features. *The acquisition and the further development of ABILS have definitely fulfilled our expectations*. It is my assessment that the automatisisation of our processes has meant a *high and stable process speed, higher level of data security, and more opportunities for statistic- and cost control*. ABILS has enabled us to reduce the direct costs simply by comparing invoices received with our own registration of expenses. Through the first record control we could conclude that *we had financed the acquisition of the ABILS application twice over*, which is a cost reduction that can be registered on a yearly basis.

The future

When a department like ours purchases a system of such significance as ABILS, we put a great deal of emphasis on the after sales service and support that our suppliers deliver. In other words, we demand as much from our suppliers as our customers demand from us. At the same time it is important to us that improvements are made according to current developments, based on a user dialog and that the applications are upgraded accordingly. Through our year long collaboration with Scandinavian Tele Consult A/S we have always been encountered with respect, reliability and a high degree of understanding for our need for quick solutions of the daily problems in our organisation, Birgit Kløve concludes.

"Product quality is of great importance for our organisation. Not only have we been very satisfied with the quality that Scandinavian Tele Consult A/S has delivered, but we have also been very impressed with STC's sense of detail and their ability to get things done right the first time" Song Networks A/S