

Information Builders is one of the largest independent software companies in the world. We are committed to customer success, providing comprehensive business intelligence solutions that help you grow your business through the power of information.

“Turning around a legacy telephone company quickly is not an easy task...we needed the flexible tools and strong cooperation of a vendor such as Information Builders to pull it off.”

– Senior Project Manager for IT Development

## Real-Time Information Delivery Solutions for Telecommunications

In your highly competitive industry, how do you cost-effectively and quickly:

- Make sense of billing, carrier access, customer service, provisioning, and maintenance data silos?
- Manage converged voice and data, CRM, messaging, multi-service networking and cabling products and services, and mobile products and business opportunities?
- Put billing, maintenance, and trouble-ticketing systems on the Web?
- Know your customers, what and why they buy, how to serve and keep them, and their life-time value?
- Provide call pattern analysis, targeted marketing, and fraud and churn control?

### A Constantly Evolving Presence in Telecom Business Information

Information Builders helps its customers turn data into business intelligence by delivering real-time information to everyone who affects business – management, employees, business partners, and customers. Altogether, our award-winning solutions deliver information to more than 11,000 global customer sites, including most of the Fortune 100. Among these are the leaders in the telecommunications industry, whom we have helped since 1982 to build and improve their mission-critical operations. The following are recent examples of the types of systems we have helped telecom customers build quickly and cost-effectively.

#### Type of System: Sales and Marketing Analysis on the Web

**The Customer:** Markets Division of a long-distance provider

**The Challenge:** To enable telemarketing campaigns that reflect changing market trends and provide customer information to external telemarketers faster

#### The Results:

- Prospect management reengineering reporting system built and deployed to more than 50 marketing program managers, telemarketing managers, and salespeople over the Web
- Faster, more effective decision making in an intensely competitive environment

“In a very short time, we designed, developed, tested, and implemented a comprehensive data warehouse and enterprise reporting system for our users around the world. If it weren’t for the expertise and dedication of our project team – plus the Information Builders product suite – we would not have been able to meet our implementation deadline.”

– Project Leader in CFO’s Organization

#### Type of System: Business Analysis for Internets

**The Customer:** The Access Provisioning Systems Group of a long-distance provider

**The Challenge:** To gain a better understanding of the market through immediate access to data

**The Results:**

- A reporting environment that taps into existing legacy systems
- Immediate access to bottom-line information that had previously been unavailable
- Intelligent information about calling card usage, customer preferences, market share, and trend analysis

#### Type of System: Worldwide Global Network Order Processing Systems

**The Customer:** Global Network Services Group

**The Challenge:** To automate and integrate multiple manual equipment ordering systems

**The Results:**

- All employees worldwide use a Web self-service system to order and update information about cell phones, calling cards, and ISDN service
- Standardized order system with decreased processing and response times
- Better inventory control
- Centralized reporting capabilities

#### Type of System: Financial Reporting

**The Customer:** Provider’s CFO organization

**The Challenge:** To build a managed Web reporting environment against a financial data warehouse with timely information for financial analysts and business unit managers worldwide

**The Results:**

- Summarized and detailed views of financial data, with modeling capabilities and the ability to obtain complex reports, including income statements and balance sheets

#### Type of System: ERP Package and Application Integration

**The Customer:** Human Resources and Finance IS Departments of a leading telephone company

**The Challenge:** To migrate PeopleSoft HR and Finance modules from one architecture to another and provide a uniform platform for a commercial application package

**The Results:**

- Easy, fast ERP migration
- Ad hoc reporting for the commercial application package that provides a uniform platform for physical network, systems, applications, and services

## Find Out More

To learn how we can help your company succeed, talk to an Information Builders representative today. Contact your local Information Builders office, visit us at [www.informationbuilders.com](http://www.informationbuilders.com), or in the U.S. or Canada call **(800) 969-INFO**.

### Type of System: Customer Relations

**The Customer:** National provider

**The Challenge:** To reduce costs and improve customer service

**The Results:**

- Built, enhanced, and deployed to the Web a trouble-reporting system that included the migration of an existing system used by the Customer Service Department

**The Customer:** Telecommunications leader

**The Challenge:** To simplify the reporting process for more timely and efficient call-center operations

**The Results:**

- Better customer service through easier communication flow and reduced wait time

### Type of System: Internal Operations

**The Customer:** A global communications services company

**The Challenge:** To analyze large amounts of data efficiently and accurately

**The Results:**

- Substantial savings
- Quickly built applications that audit monthly line-usage bills
- Errors and discrepancies were corrected and managed

**The Customer:** A national provider of local and long-distance telephone service for both wireline and wireless customers, Internet access and high-speed data services, and satellite communications

**The Challenge:** To improve provisioning and change management integration and reporting

**The Results:**

- An automated, just-in-time facility provisioning application
- A single integrated system replaced an expensive manual system

### Meeting Time-to-Market Needs With Enterprise-Level Solutions

Information Builders is a solutions-oriented company that sees every customer as a business partner. That's why our track record for project success is much higher than the industry standard. It's also the reason our existing customers are our best references. We keep highly skilled and experienced consultants and trainers permanently on staff at offices worldwide. These people understand your industry and your technology. They apply comprehensive, proven techniques to the process of translating important telecom business initiatives into efficient real-world information systems – something they can do either for you, or with you. Backed up by Information Builders' extraordinary network of technical support and product development staff, our service professionals deliver the best solution fast and get it right the first time – which translates into a very cost-effective implementation.

## Sales and Consulting Offices

- **ATLANTA,\*** GA (770) 395-9913
- **BALTIMORE,** MD CONSULTING: (703) 247-5565
- **BOSTON,\*** MA (781) 224-7660
- **CHARLOTTE,** NC CONSULTING: (704) 334-7440
- **CHICAGO,\*** IL (630) 971-6700
- **CINCINNATI,\*** OH (513) 891-2338
- **CLEVELAND,\*** OH (216) 520-1333
- **DALLAS,\*** TX (972) 490-1300
- **DENVER,\*** CO (303) 770-4440
- **DETROIT,\*** MI (248) 641-8820
- **FEDERAL SYSTEMS,\*** DC (703) 276-9006
- **HARTFORD,** CT CONSULTING: (860) 249-7229
- **HOUSTON,\*** TX (713) 952-4800
- **KANSAS CITY,** MO (816) 471-3320
- **LOS ANGELES,\*** CA (310) 615-0735
- **METROPOLITAN,\*** NY SALES: (212) 736-7928  
CONSULTING: (212) 736-4433, EXT. 4443
- **MILWAUKEE,** WI CONSULTING: (262) 827-4685
- **MINNEAPOLIS,\*** MN (612) 338-5181
- **NEW JERSEY\*** (973) 593-0022
- **ORLANDO,\*** FL (407) 804-8000
- **PHILADELPHIA,\*** PA (610) 940-0790
- **PITTSBURGH,** PA (412) 494-9699
- **SACRAMENTO,** CA CONSULTING:  
(916) 973-9511
- **ST. LOUIS,\*** MO (636) 519-1411
- **SAN JOSE,\*** CA (408) 453-7600
- **SEATTLE,\*** WA (425) 861-9400
- **WASHINGTON,\*** DC SALES: (703) 276-9006  
CONSULTING: (703) 247-5565

## Subsidiaries

- **AUSTRALIA** INFORMATION BUILDERS PTY. LTD.  
MELBOURNE 61-3-4631-7900  
SYDNEY 61-2-8234-0600
- **BELGIUM** INFORMATION BUILDERS BELGIUM  
BRUSSELS 32-2-7430240
- **CANADA** INFORMATION BUILDERS (CANADA) INC.  
MONTREAL (514) 630-1134  
TORONTO\* (416) 364-2760  
VANCOUVER (604) 688-2499  
VICTORIA (250) 995-8622

- **FRANCE** INFORMATION BUILDERS FRANCE S.A.  
PARIS 33-14-507-6600
- **GERMANY** INFORMATION BUILDERS (DEUTSCHLAND)  
DUSSELDORF 49-211-522877-0  
ESCHBORN 49-61-96400804  
MUNICH 49-89-354890  
STUTTGART 49-711-72-87-28-80
- **NETHERLANDS** INFORMATION BUILDERS  
(NETHERLANDS) B.V.  
AMSTERDAM 31-20-4563333
- **PORTUGAL** INFORMATION BUILDERS PORTUGAL  
LISBON 35-121-726-90-11
- **SPAIN** INFORMATION BUILDERS IBERICA S.A.  
MADRID 349-1-7102275
- **SWITZERLAND** INFORMATION BUILDERS  
SWITZERLAND AG  
WALLISELLEN 41-1-8394949
- **UNITED KINGDOM** INFORMATION BUILDERS  
(UK) LTD.  
LONDON 44-208-9824700  
WARRINGTON 44-1925-820111

## Representatives

- **ARGENTINA** DITRA S.A.  
BUENOS AIRES 54-114-3071850
- **AUSTRIA** FOCUS SOFTWARE CONSULT  
VIENNA 43-1-211363870
- **BRAZIL** INFORMATION MANAGEMENT LTDA.  
RIO DE JANEIRO 55-21-2397755  
SAO PAULO 55-11-2536303
- **COLOMBIA** CORANSA  
BOGOTA 571-635-0273
- **EGYPT** STANDARDATA, CAIRO 202-4183374
- **FINLAND** INFOBUILD OY  
HELSINKI 358-9-3433400
- **GULF STATES** ■ BAHRAIN ■ KUWAIT ■ OMAN  
■ QATAR ■ SAUDI ARABIA ■ YEMEN  
■ UNITED ARAB EMIRATES  
AL-GOSAIBI INFORMATION SYSTEMS  
966-385-745-55
- **HONG KONG** INTERIM TECHNOLOGY  
HONG KONG 852-2834-4788

- **IRELAND** ACSIS TECHNOLOGIES (IRELAND) LTD.  
DUBLIN 353-1-8725233
- **ISRAEL** NESS A.T. LTD.  
TEL AVIV 972-3-5483555
- **ITALY** SELESTA G C APPLICATIONS S.P.A.  
MILAN 39-02-2515181  
ROME 39-06-729-018-28
- **JAPAN** K.K. ASHISUTO  
OSAKA 81-6-373-7113  
TOKYO 81-3-3437-0651
- **KOREA** UNITECH INFOCOM CO. LTD.  
SEOUL 82-2-3477-4456
- **MEXICO** SELESTA MEXICO S.A. DE C.V.  
MEXICO D.F. 525-254-5050
- **NORWAY** ISOLUTIONS AS  
STAVANGER 47-51-4447-44
- **POLAND** COMFORT/MERIDIAN POLSKA SP  
WARSAW 4822-630-2660
- **SINGAPORE** INTERIM TECHNOLOGY  
SINGAPORE 65-2255077
- **SOUTH AFRICA** INTERNATIONAL COMPUTERS S.A.  
(PTY.) LTD.  
JOHANNESBURG 27-11-2335911
- **SWEDEN** CYBERNETICS BUSINESS SOLUTIONS AB  
SOLNA 46-8-470-378-00
- **TAIWAN** GALAXY SOFTWARE SERVICES  
TAIPEI 886-22-3897722
- **TURKEY** ISTANBUL  
ERDENSOFT 90-212-257-55555  
KEY SOFT LTD. 90-216-428-5933
- **VENEZUELA** INFO SERVICES CONSULTING  
CARACAS 582-242-9141

## Toll-Free Numbers

- **SALES AND INFORMATION** (800) 969-INFO
- **VAR AND RESELLER INFORMATION**  
(800) 969-4636

\* Training facilities are located at these branches; additional locations are available.

### Information Builders

Corporate Headquarters Two Penn Plaza, New York, NY 10121-2898 (212) 736-4433 Fax (212) 967-6406  
World Wide Web: [www.informationbuilders.com](http://www.informationbuilders.com) E-mail: [askinfo@ibi.com](mailto:askinfo@ibi.com)

Canadian Headquarters 150 York St., Suite 1000, Toronto, ON M5H 3S5 (416) 364-2760 Fax (416) 364-6552

For International Inquiries +1(212) 736-4433