



## Killarney Telecommunications Ltd – Developing a Project Management Information System

This FUSION project provided a web portal for operational processes, offering mobile enabled extranet access to KTL employees out on the road when installing mobile 3G base stations throughout Ireland. The FUSION project involved academics Dr Kevin Curran from the School of Computing and Intelligent Systems and Professor David Bustard from the School of Computing and Information Engineering.

KTL is one of Ireland's leading infrastructure solutions providers in mobile telecoms and power networks. Its core business is building masts, rigging and base stations for mobile phone and broadband companies.

The overall objective of the project was to define and expedite the current operational processes, through the provision of a robust computerised system. The system is effectively workflow based, driving all project-related activity throughout the company.

Helena McCabe, employed by KTL to implement the project, said: *"While the company had significant telecoms and engineering skills, it lacked the expertise in producing scalable, solid, secure and flexible web portals. Before Ulster University got involved, the company had used an ad-hoc approach to maintaining and controlling documentation. A web portal was seen as a way to reduce administration overheads, speed up site installation and maintenance operations, and increase customer satisfaction levels."*

Funded through InterTradeIreland, FUSION provided KTL with access to the relevant University expertise required to deliver a successful portal including internet technologies, web development and management information systems.

The company successfully launched the Project Management Information (PMI) system, which achieved the project objectives through leveraging innovative business process management and document management technologies.