



## Case study



### The Client:

SyriaTel has been Syria's leading mobile telecommunications company since 2000. Regionally recognized as one of the fastest growing operators, their 1450 skilled employees serve over 1,400,000 Customers, representing 55% share of the total market.

### The Challenge:

To develop a high-speed process for handling the voting ballots of the company's 10,000 shareholders; then capturing and counting the votes within two hours during the quarterly shareholder meetings.

### The Solution:

ePartner Consulting installed TELEform automated forms processing system, which consists of the Design, Reader, Scan, Auto-Publisher and Verifier modules. The software was chosen for its ease of use and rich functionality. The system is being used to generate the voting forms, which are then scanned and processed to deliver the fastest turnaround of poll results.



### The Key Outcomes:

Ghiath Osman, Syriatel's GSM operator, said:

#### Service:

"The pre-sale support package was handled very effectively. Our objectives were understood and taken on board and ePartner Consulting matched our requirements. Where we had queries, they were answered speedily and they worked with us to achieve a best practice strategy on utilising TELEForm.

#### Training and post sale support:

"Training was well-pitched and to the point; ePartner Consulting were able to address our business needs. We have called with questions since and ePartner Consulting have given us instantaneous support and advice.

#### Speed:

"This software enables us to hold effective and efficient shareholder meetings, with a state of the art voting system.

#### The final word:

"I would commend ePartner Consulting for their excellent support, their in-depth product knowledge and their understanding of our particular requirements."



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