



## Customer Case Study

### *Hutchison Telecom*

#### CASE HIGHLIGHTS

*Profiled Organization:* **Hutchison Telecom**

*Challenge:* Update database with large volumes in offline transactions, using an innovative technology that is cost effective and reliable.

*Solution:* Tethys Solutions' Workspace Macro Pro software to record, replay, edit & schedule keyboard & mouse macros allows the Hutch database to be updated at 'Turbo' speed without errors.

*Benefits:* The Hutch database is updated in an efficient & timely manner with offline transactions. Workspace Macro Pro has increased their department responsiveness & given them an edge for intra-company reporting activities.

#### BACKGROUND

Hutchison is part of the Hong Kong based multinational conglomerate Hutchison Whampoa Limited, a Fortune 500 company, and one of the largest companies listed on the Hong Kong Stock Exchange. Its operations span 41 countries across the Asia Pacific region, Europe and the Americas. Hutch established its presence in India in 1994. It now has operations in 16 circles accounting for 70% of India's mobile customer base. Hutchison Essar Limited, with about 23 million\* customers, is one of the most reputed telecom companies in India. Over the years, it has been named the 'Most Respected Telecom Company', and the 'Best Mobile Service' in the country'.

#### BUSINESS ISSUE

In line with the rapid growth of cellular connectivity in smaller metros across India, the Accounts Department of the Hutch was faced with the challenge of:

- Updating online systems with large volume of data in .xls for offline transactions.

- Making sure that the data entered was error free.
- Meeting deadlines.
- Curtailing manpower expenses.

#### SOLUTION

Hutch was confronted with a task of implementing a **timely, cost effective and error free solution** to data entry and system maintenance.

The biggest challenge was to find a software tool that was **easy to use, allowed freedom of editing** the information as per requirements and be compatible with existing systems. Workspace Macro Pro's intelligent macro technology fitted like a glove.

- The large volume of excel data was easily extracted & the required fields were edited and online systems updated.
- The ease of creating, scheduling and running this task saved hundreds of man-hours.
- The macros created could be run **at "Turbo" speed**.

- The transfer of information was executed with **reliability and accuracy**.



*"The solutions & services provided by Tethys are great! We would like to continue the same."*

*- Mr. PravinKumar- Accounts Department, Hutchison Essar Telecom*

- Updated systems give them the edge for intra-company reporting.

In the past, a large part of the employee time in the accounts section was devoted to updating online systems. Today, the accounts department is at ease; with Workspace Macro Pro this process has been successfully automated.

Tethys Solutions is now working with Hutch to explore the requirements of their centralized corporate office and how Tethys' Automation Software can meet them.

## BENEFITS

Accounts department at Hutch found Workspace Macro Pro easy to use and today they are delighted with their in-house performance.

- Workspace Macro Pro has saved hundreds of man-hours.
- Reduced resource cost by eliminating hiring of temporary staff.
- Effective & timely meeting of deadlines.
- Increased department responsiveness.
- Cut down on errors that were introduced with manual processes.

*"Your product gave us greater ease of editing our steps and much other functionality"*

*- Mr. PravinKumar- Accounts Department, Hutchison Essar Telecom*

*If you found this case study useful, explore how Workspace Macro Pro can give your business an edge – visit us [www.tethyssolutions.com](http://www.tethyssolutions.com)*

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## PRODUCT INFORMATION



### WORKSPACE MACRO PRO - AUTOMATION EDITION

*Workspace Macro Pro, Automation Ed. is an award winning Windows automation software, designed to help you automate tasks. It is an accurate, user-friendly macro recorder with superior macro scripting & editing capabilities. Read more about this product at: <http://www.tethyssolutions.com/macro-automation.htm> or call our sales hotline at: +1-408-340-1956.*