

## CASE STUDY

# Digital Transformation MTN Nigeria



**MTN Nigeria** is Africa's largest providers of communications services, connecting approximately 70 million people in communities across the country with each other and the world. In revenue terms, it is the single largest contributor to MTN Group which services 270 million customers across 19 markets.

Established in 2001, MTN Nigeria, in common with many global Communication Service Providers, recognised that their IT infrastructure at had grown to be expansive and complex, with a huge array of 'point solutions' largely running on-premise.

In 2019, MTN Group announced that they had chosen Oracle Cloud Applications to drive one of the largest digital transformations in global telecom industry across all its core business operations. The implementation aimed to drive efficiency in inventory management, scale operations and integration across its local and regional operations through automation, self-service, IoT and mobile application capabilities. A key objective was also to enhance management visibility across all business operations for real time performance measurement.

MTN Nigeria decided to implement Oracle Enterprise Resource Planning (ERP); Supply Chain Management (SCM); Enterprise Performance Management (EPM); Customer Experience (CX); Platform as a Service (PaaS) and Oracle Service Cloud solutions with TechMahindra as their primary partner. TechMahindra engaged the services of Bluechip Technologies to identify, analyze, design, test and deploy the Oracle Fusion Cloud SaaS solutions in MTN Nigeria.

This case study aims to summarise the objectives, outcomes and benefits of the MTN Nigeria digital transformation project undertaken by Bluechip Technologies.



## Objectives

- ➔ Systems Implementation and Integration of IT systems into the different business processes and business applications.
- ➔ Local Integration of MTN Nigeria impacted applications to Oracle Fusion Cloud ERP.
- ➔ End to end Integration & testing of all impacted applications.
- ➔ Implementation of new reporting capabilities across the company.



## Project Scope

- ➔ Review and implementation of the Business Requirements.
- ➔ Review and documentation of the Business Processes.
- ➔ Technical interface and integration using Oracle tools - SOAR and OIC
- ➔ Systems Integration Testing, Automation Testing and User Acceptance Testing.
- ➔ Support of the deployed solutions.



## Project Outcomes

- ➔ Increased efficiency and business performance.
- ➔ Improved business visibility across the entire organization.
- ➔ Improved collaboration between MTN Nigeria and external stakeholders.
- ➔ Improved features and functionality of the system for effective close of books at period end.
- ➔ Improved engagement between the staff and the HR department.
- ➔ Improved visibility to assets and performance of assets.
- ➔ On-going infrastructure support services across 12 business towers including servers, storage, backup, operating systems, project management and monitoring.

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# Summary



In 2019, MTN embarked on a programme of Digital Transformation utilising Oracle Fusion Cloud applications for human resources, finance, and supply chain and operations. Today, thanks to all stakeholders involved including Bluechip Technologies, the transformation to Oracle Fusion Cloud automates these crucial business applications, at scale, for MTN Nigeria.

MTN Group have stated publicly that one of the most powerful benefits of the Oracle Fusion Cloud implementation has been the connected planning capabilities in Oracle Enterprise Performance Management, which has brought much better visibility and control of the vast group operational structure, with standardized data available to machine learning (ML) for predictive analysis.

From MTN Nigeria's perspective, not only have their core business ERP applications moved to the cloud, with all the costs savings and efficiencies that brings, but reporting into MTN Group has become so much quicker and easier with Oracle Cloud EPM.