Decision making

Implementation of Decision For a manager, it is important to take decisions about implementing new technology in the organization which can develop the efficiency. In Egypt, Vodafone was operating their business on software from Business Objects. The manager's task was to observe business performance and make decisions about business. The manager ensures better utilization of data, for example, billing information, customer information, sales information and inventory information. It is the duty of a manager to target its customers effectively to ' support the decision making process' which is vital for overall performance of a company. Thus, the data warehouse manager of Vodafone had decided to implement the latest technology ' Sap® Business Objects™ XI Solution'. The execution of the software took place in order to develop the security and improve the management of inventory and warehouse data. The reason for taking this managerial decision is to accomplish three factors which are: Presenting the view of Vodafone Egypt internationally Providing better insight about the activities of customer Offering reliable information through console for monitoring The new technology will help the company to perform in-depth analysis and the users do not need to learn new difficult tools. The decision to implementing the new SAP technology was good in the sense that it gave the company an advantage to track the business performance and the top management to receive the summary of the information of it. The new system provides the right to use the superior quality BI (Business Intelligence). Presently, Vodafone Egypt possesses a superior BI system which has incorporated security and it provides the management a regular

reporting, suitable dashboard and greater performance management (SAP AG, 2009). Business Decision Another important task with regard to making decision is to take business decision which is beneficial for the company. For instance, Vodafone had decided long-term collaboration with HP (Hewlett-Packard) by establishing the integrity server. This decision helps Vodafone to develop its business process and manage the operational costs. HP is Vodafone's long-term business partner that supports the future challenges. HP provides business IT solution to Vodafone which is needed for the business and it is one of the reasons for the success of Vodafone's strong technical infrastructure. To sustain in the competitive business environment, Vodafone needs to recognize the need of customers to improve their services. To solve this challenge there were three assumptions in front of Vodafone which include: Minimizing the operational expenses and enhancing business performance Synchronizing with existing technology and operating system Providing a basis for constant IT development Thus, HP and Vodafone together selected two Integrity servers to establish in their business. The decision was good as it resulted in 60% improvement in the BI report and it provides Vodafone more efficient decision making and good understanding of customers' activities. It has minimized the operational expenditure and developed quickness and scalability for enduring growth. The decision provides Vodafone an opportunity for constant consolidation of Vodafone's server environment. It was one of the biggest decisions of management of Vodafone's information technological segment as it helps the company to strengthen IT assets in the long run (HP, 2006). References HP, (2006). The Business Need. HP and Vodafone: Bringing Leading-Edge Server Technology to The Forefront of The Telecommunications Industry. Retrieved Online on

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