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1.0 Executive Summary

The company used in this context is Digicel Jamaica. It deals in manufacture, invention, sale and promotion of wireless technologies. Digicel Jamaica maintains a mobile phone network for its residents. The mobile telecommunication firm provides famous smart phones such as Blackberry and Nokia models, along with voice, message, and data-only cell phone plans and Jamaica's fastest 4G wireless broadband Internet service. Mobile phones are available for purchase on the Digicel website and in Digicel-affiliated retail outlets around the country. Digicel Jamaica's connectivity covers around 99 percent of the population. The firm is a part of Digicel Group Limited, a Bermuda-based conglomerate with over 11 million clients spread throughout more than 30 countries. It has been the leading mobile device supply in Jamaica and its environs. This success is greatly attributed to hardwork and the work input in research in an attempt to develop new cutting edge technologies to solve consumers problems and enhance efficiency in communication.

Digicel's popularity in Jamaica is currently unmatched by the other competitors due to its extensive outreach in Jamaica. To enhance and smoothen its operations, it employed information management systems to its various operations. In order to achieve this, it employed various forms of information systems such as 14 decision support systems, office automation systems, expert systems, transaction processing systems, knowledge management system and executive support system.

2.0 Background

The CDG, created in December 1993, is an international consortium of enterprises that collaborate together to spearhead the advancement of broadband communication networks. It is composed of telecommunications companies, infrastructure manufacturers, device suppliers, diagnostic device manufacturers, software engineers and internet companies. Its affiliates aim to increase the accessibility of wireless goods and services to clients and companies globally. Its major operations encompass conceptual, professional, and lobbying initiatives to encourage the development and progress of wireless technologies premised on internationally agreed standard protocols. Digicel's objective is to deliver inexpensive and revolutionary communications technology to our consumers, fostering personal and professional ties across Caribbean nations and people. The aim is to alter the market by providing services that put the Caribbean on the bleeding edge of wireless technology, while also pushing rivals in a way that encourages good business growth. We distinguish ourselves by producing new technologies and being enthusiastic about providing our clients with the greatest mobile phone service possible.

3.0 Customer base and competition

The customer base for Mossel Limited is largely the broadband communication consortiums, individuals in the telecommunication industry and broadband communication based retailers and wholesalers. It has developed a great command for customers in the Caribbean countries and globally. Its resilience in advancing the expansion of broadband communication across the globe has since attracted several

investors thereby raising its capital base and customer outreach. Its competition is mainly from the broadband communication devices manufacturers. It is mainly associated with invention and promotion of new wireless technologies. It faces competition from major global wireless companies based in Jamaica like Huawei technologies, T-mobile, Spectrum, Verizon, Comcast, Teleperformance amongst many others.

4.0 Business reasons for acquiring management information system

⁴ A transaction handling system, management support systems, and an office automation system make up a management information Network. The transaction handling system organizes operational data about the company's operations. Managerial decision-making is aided by management support systems. They have an information-reporting service that delivers managers with information based on TPS data; decision support systems that use models ¹⁰ to assist in addressing "what if" queries; and knowledge - based systems that provide managers with information they ¹ get from a personal consultant. Executive systems are made to handle the demands of senior executives.

Whereas people employ commercial software applications which including microsoft word, ⁶ spreadsheet, and graphical applications to execute a range of activities, the responsibility ¹ of managing a company's information demands falls to management information systems: users, hardware, and software that support decision-making. Information systems gather and store the company's critical data and create the information managers need for analysis, management, and decision-making.

Digiciel employed computer-based information systems to automate manufacturing operations and order and manage inventories. It used it to process consumer orders and manage invoicing and vendor payments. Information systems record and trace the transaction and communicate the data to the relevant locations.

The company deployed multiple sorts of information systems, beginning with systems that conduct transactions. Management systems are dynamic infrastructure that facilitate users to evaluate data to produce projections, recognize business dynamics, and enumerate company strategy. Office automation solutions facilitate the flow of communication across the company. Each sort of information system supports a certain degree of decision-making: operational, tactical, and strategic.

Digiciel acquired the systems to reduce the employees thereby cut on running costs and improve on profits. Artificial intelligence replaced humans thereby enhancing efficiency. Transaction processing systems were used to fasten invoicing and purchases. Expert systems aided the management in prompt and accurate decision.

5.0 Strategies Employed

5.0.1 Transaction Handling Systems

A transaction handling system keeps all legal, commercial, and consumer experience information secure and available to everyone who requires it. It also aids in order fulfillment, invoicing, distribution, customer acquisition, and other everyday activities required to keep operations running smoothly. A firm's integrated information system begins with its transaction processing system (TPS). The TPS retrieves information from both internal and external sources then prepares the information to be kept in database akin to a minicomputer database though substantially bigger. In reality, all the company's critical data are saved in a single large database becoming the company's principal information resource. As discussed previously, the database handling system monitors the data and enables users to query the database for the information they need. There are several ways of refreshing the database: batch processing, which collects data over time and processes it all at once, and online, or real-time, processing, which processes data as it becomes available. Processing in batches makes optimal use of computer resources and is well-suited to applications like payroll processing that require periodic rather than continuous processing. The company's data is kept up to date by using online processing. Due to expensive nature

of online processing, businesses must consider the costs and benefits. ⁶ Factory that runs around the clock may employ real-time processing for inventory and other time-sensitive requirements but process other information in batches. Transaction management system ensured all consumer data and the company data flows was flawless and efficient. It also eliminated the bureaucracy involved in manual transactions.

5.0.2 Support Systems for Managers

Accounting, order handling, and financial management ⁵ are just a few of the back-office tasks that accounting information systems simplify. They cut bureaucratic costs and enable instant access to fundamental operational data. The internal main database is used by management handling systems to do high-level analytics that assist managers in making better decisions. Data storage and other computing infrastructure are elements of more modern MSSs. A data warehouse unifies several databases from around the organization into one, main database that aids strategic decision. Managers can quickly access and share data throughout the organization using a data warehouse, giving them a wide picture rather than simply isolated portions of data.

² Data warehouses employ software to extract data from operational databases, store it in the store, and make it available to others. This ensured efficient management of the company resulting to increased production.

5.0.3 Decision Support Systems (DSS)

It uses immersive ² models to assist managers in making decisions about real-world operations. The DSS takes data from the internal database as well, but it searches for particular data that relates to the issues at hand. It's a tool for determining what would happen if a management made particular adjustments. A manager can develop a spreadsheet and experiment with adjusting some of the values in basic scenarios. For example, if the count of workers rises or decreases, a manager may develop a spreadsheet to represent the amount of overtime necessary. With models, the management enters values that imply a certain circumstance into the computer, and the software computes the outcomes. Executives from a furniture company's marketing department. This fastened the process of decision making leading to efficiency.

5.0.4 Executive Informations System (EIS)

It is tailored to the needs of a single executive. The platforms give detailed information that may be used to make strategic decisions. A CEO's EIS, for example, can include particular worksheets with accounting records evaluating the firm to its main rivals and graphics depicting present economical and industrial trends. This revolutionized management leading to increased company throughput.

5.0.5 Expert Systems

Managers can acquire advise from an expert system that is comparable to what is gotten from a personal consultant. Artificial intelligence allows computers to use what-if reasoning to think and understand how to handle problems in the similar manner that people do. Expert systems are making their way into more businesses as additional uses are discovered, despite the fact that they are expensive and complex ³ to develop.

Mobile devices can even operate lower-end expert systems. 9 It would be extremely costly to hire enough employees to do these continuing analytical duties. Expert systems have also been employed to assist in the search for oil, the scheduling of employee shifts, and the diagnosis of ailments. Some expert systems stepped in an attempt to narrow the gap.

6.0 Before Scenario

During the early days of inception of Digiciel, everything in the organization was done manually and the throughput was also low. The work input needed was also high to cater for the manual processes leading to high running cost of the company thus lowering profits. The accounting department was paper intensive due to manual transactions and the accountants had to do everything manually from balancing ledgers, invoicing, processing payments thereby leading to monotony. Since the running cost was high and profit was low, employee motivation was also not catered for leading to reluctance amongst employees.

The process of decision making was very intensive and several meetings were involved just to reach a simple major decision. Employees had to commute just to

come to attend series of meetings thereby spending heavily on transport and time input.

The company throughput was low as the high number of employees wages reduced the amount of profit generated by the company.

7.0 Current Scenario

After the recent deployment of information management systems, various processes within the organization have been automated and the work throughput has also greatly increased. Transactions are now done by transaction processing systems which are not prone to errors and also efficient. Accountants now have minor tasks just managing the systems rather than doing the processing manually by themselves. The transaction processing system kept all legal, commercial, and consumer experience information secure and available to everyone who requires it at any particular instant and time. It also aided in the fulfillment of sales orders, invoicing,

distribution, customer acquisition, and other everyday activities required to keep operations running smoothly and efficient.

Support systems for managers ¹³ cut bureaucratic costs and enabled instant access to fundamental operational data. Data warehouse unified several databases from around the organization into one, major database that aided strategic decision. Managers can quickly access and share data throughout the organization using a data warehouse, giving them a wide picture rather than simply isolated portions of data.

The decision enhancement system took data from the internal database and searches for particular data that relates to the issues at hand. It aided in determining what would happen if a management made particular adjustments. A manager can develop a spreadsheet and experiment with adjusting some of the values in basic scenarios.

³ Artificial intelligence allows computers to use what-if reasoning to think and master how to handle issues in the same manner that people do. Expert systems are making their way into more businesses as additional uses are discovered, despite the fact that they are expensive and complex ³ to develop. Mobile devices can even operate lower-end expert systems. The invent of cloud meetings also enhanced efficiency within the organization as people can now meet and work from their various homes without having to come physically to the workplace.

The throughput of the company has greatly multiplied, profits have increased and employee motivation has been enacted. All this has been achieved due to elimination of manual systems and substituting them with the automated systems.

8.0 Impact of the System

The information systems employed have greatly influenced the daily running and operation of the organization as all manual processes have been automated. The bureaucracy involved in manual processing of transactions was solved the transaction processing systems which ensured smooth and fast transactions.

¹⁵ The manager support systems and executive information systems improved the management style thereby leading to efficient and robust management that maximized on the company throughput.

Artificial intelligence solved the labour intensive nature of the company since the work could be done by several machines can just now be done by one or two robots. This reduced the cost of running the company thereby increasing the profits.

The invent of cloud meetings and communication support systems ensured that the information flow in the company was streamlined and fastened. The high transport and travel costs were also eliminated.

9.0 Conclusion

⁴ A transaction enhancement system, management facilitating systems, and an automation infrastructure make up a information management infrastructure system. The transaction enhancement system gathers and organizes operative data about the company's operations. Managerial decision-making is aided by management support systems. They have an information-reporting service that delivers managers with information based on TPS data; decision support systems that use models to assist in addressing "what if" queries; and knowledge - based systems that provide managers

information similar to a personal consultant input.⁷ Executive information handling systems are designed to handle the demands of senior executives. Information management systems have greatly revolutionized the operations of enterprises through increased throughput and efficiency enhancement.

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