UFONE CUSTOMER INFORMATION SYSTEM

Project Proposal

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1. DOCUMENT CONTROL

1.1. Document Information

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1.2. Related Documents

Documents	No one yet

2. INTRODUCTION

### 2.1. UFone Pakistan

UFone started its operations from Islamabad on 29th January 2001 as the youngest entrant in the cellular market. UFone, a subsidiary of PTCL, is the only Pakistani-owned cellular service operator in Pakistan.

The latest unprecedented growth in cellular mobile in the country primary fueled by introduction of CPP regime (500% in the last two years) amply exhibits that cellular mobile has a great potential in Pakistan and thus provides opportunity for substantial investment from all concerned players to exploits the market. Appreciating these trends and opportunities, PTCL took strategic decision to enter into cellular business in a big way with the launching of its fully owned subsidiary PTML (UFone). With the introduction of the best available technology coupled with hiring of the best professionals in cellular business and aggressive marketing strategy. UFone has been able to position itself as one of the major players in the business and has succeeded in capturing a fair share of the market in a record period of 18 months despite the presence of strong and well-entrenched and experienced competitors.

2.2. UFone Group
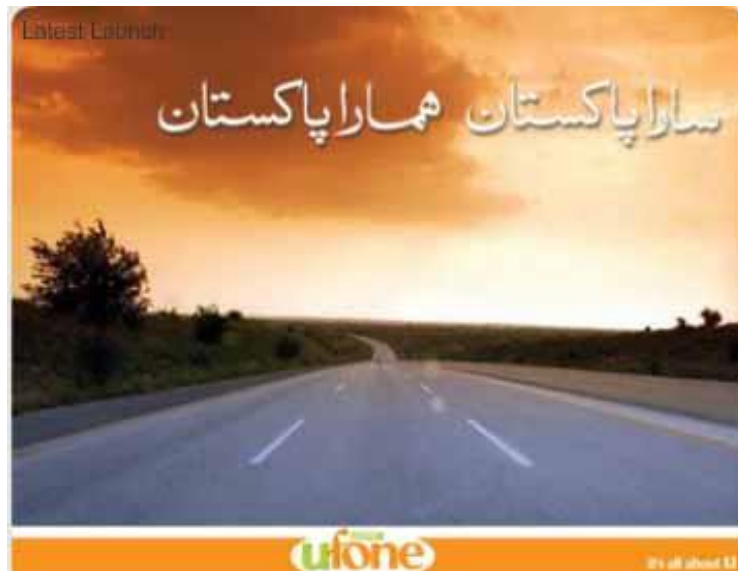
UFone claims to have 3 million subscribers and still growing. UFone is one of the best cellular companies in Pakistan with reliable network and coverage to over 100 key cities and prominent highways.

2.3. Organizational chart

Organizational Chart

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                          ┌──────────────────┐
                          │    Chairman      │
                          └──────────────────┘
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| Member Technical | Member Operation | Member Administration | Member Finances |

General Manager

| Database Admin | Webmaster | GM IT Dev. |

| Customer Service Manager | Database Personnel | Data Manager |
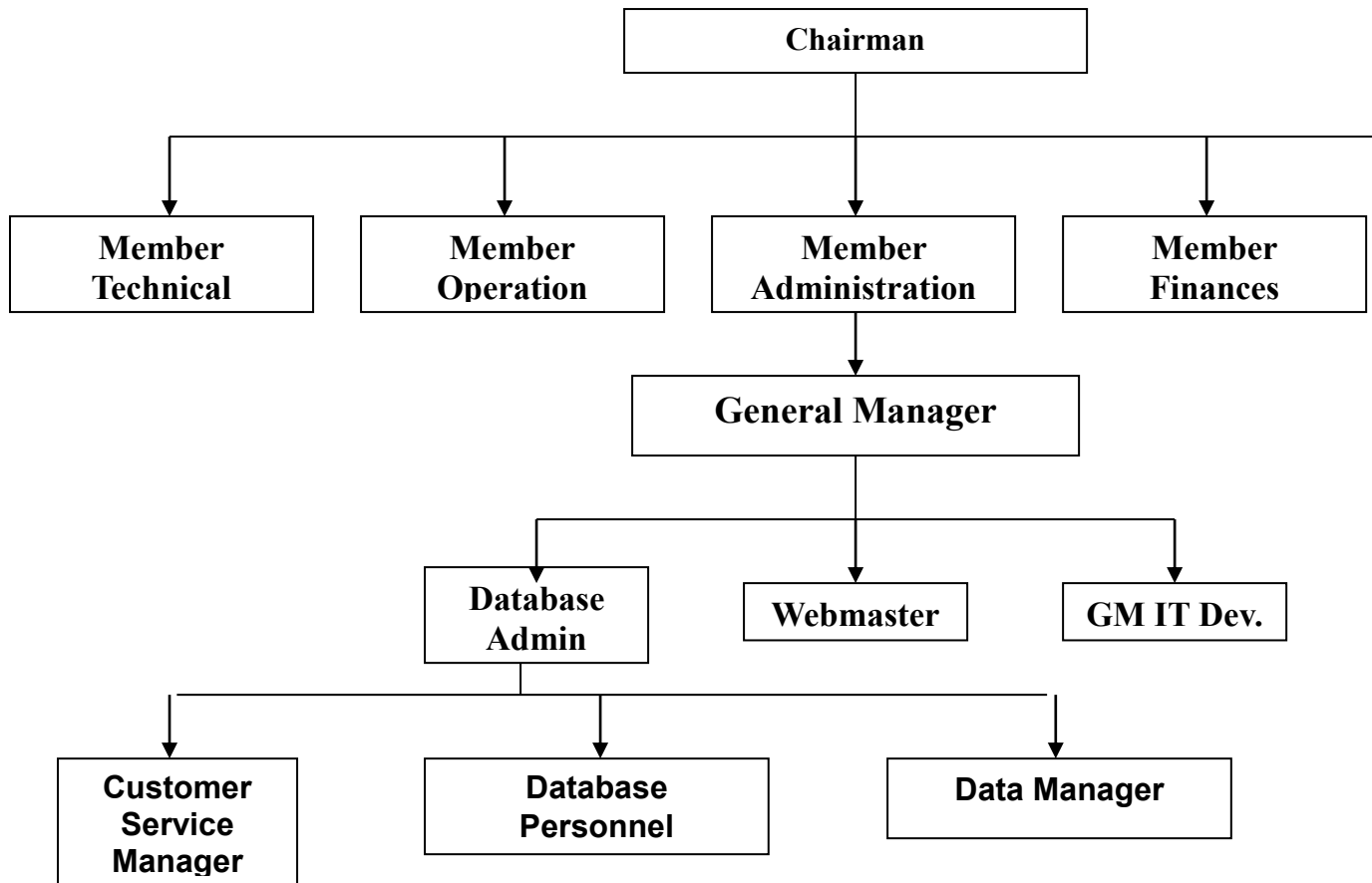
Figure. 1.1   Organizational Hierarchy of UFONE

Departmental Chart

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                          ┌──────────────────┐
                          │      UFONE       │
                          └──────────────────┘
       ┌────────────┬──────────┴────────┬──────────────┐
       ▼            ▼                    ▼              ▼
┌────────────┐ ┌────────────┐ ┌──────────────────┐ ┌──────────┐
│ Technical  │ │ Operation  │ │  Administration  │ │ Finance  │
└────────────┘ └────────────┘ └──────────────────┘ └──────────┘
                   ┌──────────────┴──────────────┐
                   ▼              ▼               ▼
             ┌──────────┐  ┌────────────┐  ┌────────────┐
             │ Manager  │  │ Data Admin │  │ Monitoring │
             └──────────┘  └────────────┘  └────────────┘
            ┌───────────────────┼───────────────────┐
            ▼                   ▼                   ▼
     ┌────────────┐     ┌──────────────┐   ┌──────────────┐
     │  Database  │     │     IT       │   │ Data Manager │
     │  Personnel │     │ Development  │   │              │
     └────────────┘     └──────────────┘   └──────────────┘
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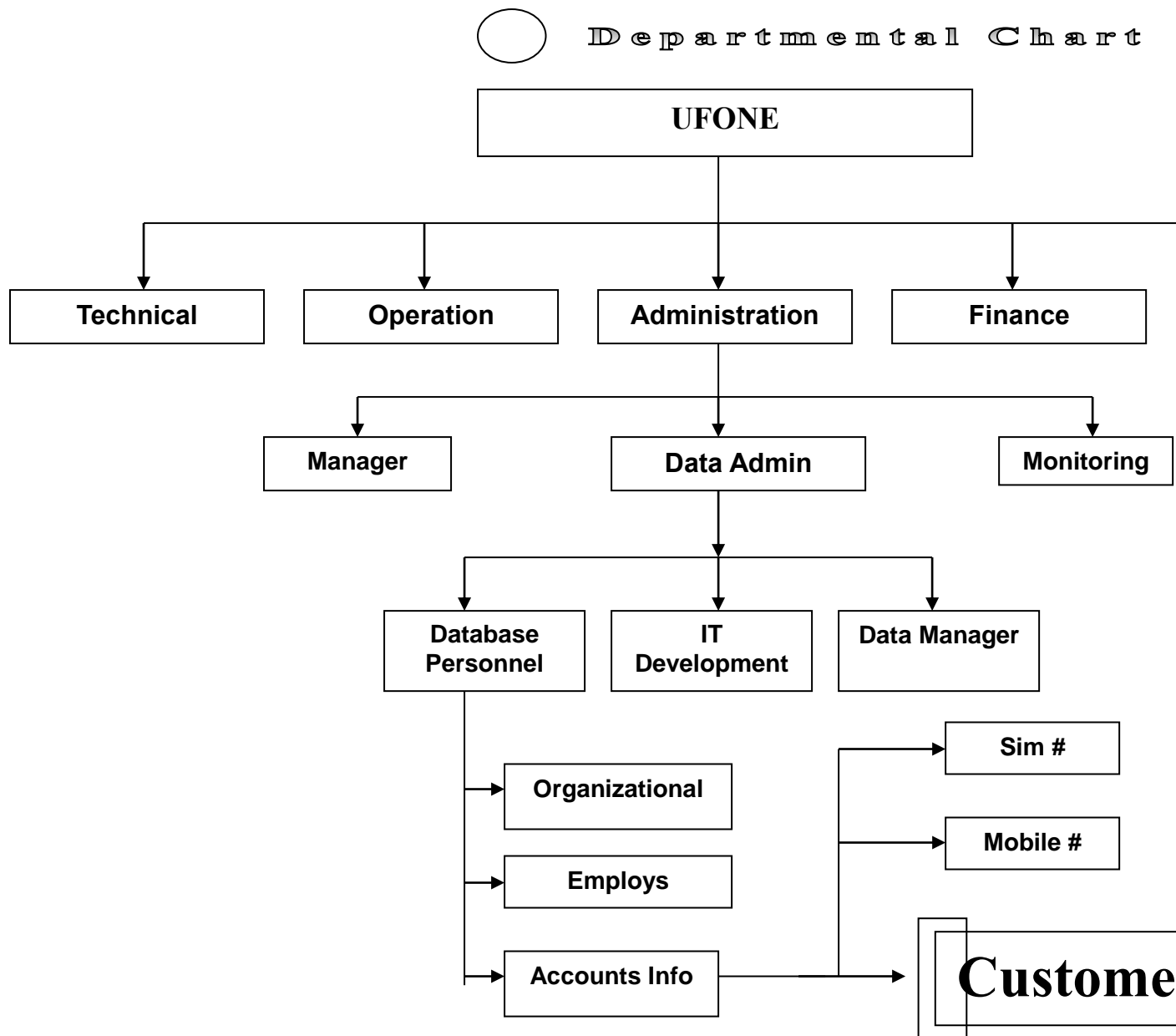| | Sim # |
Organizational	
	Mobile #
Employs	
Accounts Info	Custome

Figure 1.2: Departmental Chart of UFONE

2.4. Scope of this document

This document is a proposal for UFone Pakistan Customer Information System.
We are doing it as a part of our Database Technologies course project at
International Islamic University, Islamabad.

2.5. Target Audience

- Kashif Iftikhar
- Group Members
- UFone Pakistan

2.6. Definitions, Acronyms, and Abbreviations

This Section Define Abbreviations and Acronyms used in document.

Abbreviations	Acronyms

3.   PROJECT OVERVIEW

3.1. Existing System

Currently UFone system is working on MySQL format but still it has some ill functions like difficult to manage and handle data. They need highly professional staff to handle and manage UFone system. They need some good quality software with latest computer technology and sound security as their data is confidential. The company is currently in ISO Standards for maintaining and providing quality services to its customer.

The head office of UFone is in Islamabad where all customer data stored all over Pakistan. All this is highly confidential. They are managing all data in MySQL and for this they have employed several MySQL experts.

3.2. Objectives

Developing a system possess features

- User friendly interface
- Reliable
- Easy to handle

3.3. Proposed System

- Existing system is thoroughly observed and analyzed and its shortcomings, taken into account, it was imminent to propose a system, which will be clear of deficiencies of existing system.
- The design of propose system is such that it make customer information system more efficient.
- All views and plans have been taken into consideration and new system is designed which will satisfy all future changes.
- The system will include all information related to customer field require by UFone.
- The system will provide user friendly interface.

3.4. User Classes & Characteristics

UFone Employee would be the major users of this database.

3.5. Operating Environment

This Database will be able to run on all Windows Operating system having MySQL.

3.6. Design & Implementations Constraints

The database would be developed using MySQL. We would be designing a forms and reports. Last but not the least a web based interface would be design to interact with the database.

4. EXTERNAL INTERFACE REQUIREMENTS

4.1. User Interfaces

User interfaces will be design in accordance with Web 2.0 designing standards. Buttons, images, fonts will be designed according to the best practice used in various websites.

4.2. Hardware Interfaces

- X86 Intel Machine
- MySQL
- Microsoft Windows XP and above

4.3. Software Interfaces

This database will be developed in MySQL. Other most common tools which will be used while developing this database are

- Rational Rose
- Microsoft Visio
- Adobe Photoshop

5. DATABASE STRUCTURE

Customer
C_id
C_nic
C_name
C_fname
C_age
C_city
C_email

Mobile_Info
#Mob_num
Ref_name
Ref_nic
Ref_phnum
C_id   **(fk)**

1

∞

1

1

1

Service_Class
#P_id
P_name
GPRS
MMS
Mob_num

1

Sim_Info
#Sim#
Mob_num
Cust_type
Prom_code
Waiver_code