



## Teleca BPM-to-go™

***Business Process Management (BPM) wins the triple crown of saving money, saving time and adding value. According to analysts, this is a short-term as well as a long-term effect. We would like to challenge the notion that by applying yet another three-letter acronym all these things will simply come true. However, by combining the right technology with the right concept and approach, it really can happen.***

To prove our point Teleca has been able to deploy solutions for the entire fixed-line Order Management process at a Telenor Networks. The leading information technology research company META Group confirmed that an impressive 47% ROI over one year coupled with substantial quality improvements has been achieved.

Teleca offers a solution, *Teleca BPM-to-go™*, that addresses the inherent challenges facing the business units devoted to order management and delivery of products and services. Today's situation is often characterized by a large amount of manual work, unacceptable delivery times, poor delivery precision and high transaction volumes - many systems, people and broken process trails. There is no real way for managers of those organisations to measure and optimise performance in order to make improvements. *Teleca BPM-to-go™* enables a successful transformation of these key areas to a highly automated and process-oriented KPI driven organisational and technological model. This provides the capability for measurement and

proactive follow-up of every customer order in real-time.

### **Market drivers and why you might want to get involved**

The key market drivers for investing in BPM solutions are all business related as compared to many previous waves of IT investments that were technology driven. According to a Gartner Group survey, factors such as cost savings, improved process visibility, quality aspects as well as time to market have been the main reasons to invest in BPM solutions. Drivers in the coming years will certainly be focused around staff and cost reductions, but also on the streamlining of processes as a competitive weapon in the marketplace. Deferring investment in other IT systems will be increasingly important, in order to extract the full value out of those systems. And, companies will look for ways of achieving better results for less money. BPM may in some instances be the silver bullet that combines improved quality of service with CAPEX and OPEX reductions.

Teleca is an international consulting company building and applying advanced technology. The company's business concept is to strengthen the customers' market position and time to market. Teleca builds and integrates solutions for technology and software intensive customers worldwide. Core values are honesty, reliability and hard work. The company has 2,700 employees with operations in 15 countries in Asia, Europe and USA.

### **The process-centric route**

A business process, using the Butler Group definition, represents «a sequence of activities required to complete a particular business goal».

The management of interactions and relationships between those processes, and the operational and human resources required to satisfactorily execute them, is consequently the realm of BPM.

### **The business case challenge**

The simple statement above is also the great challenge for our customers. Because those who will stay technology-driven, lacking a business-driven methodology, perhaps combined with a cultural aversion to process, will not have the power to complete this transformation. Completing the transformation is the key to the entire business case and also to this value proposition.

The business case requires your organisation to adopt a business-driven methodology as well as a process-oriented steering model as part of the *Teleca BPM-to-go™* deployment. The simple reason for this is that this may be the only pragmatic way to understand, measure and improve entire process flows. All focus will be on what really matters, i.e. serving the customer the best way humanly possible and technically feasible.

### **The Teleca BPM-to-go™ Deployment**

This is really not an IT project, but instead an IT-powered business development project. The first part includes crafting of the business case and working with it to find a pragmatic approach and the most obvious benefits. This part also includes simulation of the business case in a cost-based analysis context. In many instances we will then be able to tie our deployment and commercial model to the business case, in order for you to secure important aspects of the «R» in the ROI before you have to pay the «I». The second part includes a non-intrusive proof of concept phase, where part of the larger solution is verified in your environment. This is also the initial step of a parallel organisational readiness exercise, where different types of staff will start adapting to a new way of going about their business. The third part is the multi-drop project phase, where additional functionality is provided in accordance with the priorities in the business case.

### **The Business Case Cornerstones we will Quantify and Measure our Success against**

The primary business case components are OPEX reduction, CAPEX deferral and revenue improvement.

The OPEX reductions are:

- Reduced level of exception handling
- Reduction in staff levels
- Automation of manual tasks
- Reduced cost per transaction
- Reduced change management costs

The deferred CAPEX savings are:

- Prolonged life-cycle of other IT systems
- Improved capital binding

Increased revenue is measured by:

- Substantially shortened delivery times
- New customers attracted by better service
- Improved time to market (TTM)

Other business improvements include:

- Higher productivity per person
- Reduction in number of process steps
- Improved coordination/understanding
- Enabling of external users/resources through B2B communication
- Improved regulatory compliance
- Reduced risks
- Reduced opportunity costs
- Allowing staff to focus on more creative tasks

Additional effects are the seamless mixture of automatic and manual tasks supporting the full product life-cycle from product launch to full automation.

We are offering to share the details of our concept under mutual NDA. Please contact Teleca's BPM Center for further discussion.