



Expert review enables compliant and efficient broadband service

The client initiated a major business restructuring programme that required a rapid improvement of the end-to-end broadband delivery and support processes, while meeting regulatory rules. BT Telconsult's team of business process modelling experts used the TMF eTOM with the client's team to quickly develop the 'to be' end-to-end operational processes.

Challenge

The client was responding quickly to changing regulation, market and technology conditions.

They required business restructuring, improved effectiveness of end-to-end business processes, and first class delivery of the necessary changes.

The client set out to lower project risks by augmenting their team with expert BT Telconsult staff.

Solution

The BT Telconsult team of business process modelling (BPM) experts trained the client in the use and application of industry standards - enhanced Telecom Operation Map (eTOM www.tmforum.org) and ITIL.

The eTOM set out the basic process framework and structured the analysis of the client's 'as is' processes and the creation of the 'to be' internal and inter-operator B2B processes.

Benefit

The client rapidly got access to experts in the use of industry standards, the practical matters of creating and deploying effective operational processes, and access to BT hands on experience of applying these standards.

The joint team used the eTOM to quickly create a single team vision.

The eTOM is very comprehensive and identified some technical gaps that formed part of follow-up work.

Offices worldwide

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About BT Telconsult

BT Telconsult is a global telecommunications management and technology consulting business with 30 years experience in providing consultancy services to fixed and mobile telecoms operators in over 90 countries.

We are part of BT Global Services and leverage BT's experience and expertise as a 21C Next-Generation Communication Provider to help our clients overcome the challenges they face.

Our consultative practitioners have a deep understanding of how to address end-to-end business, technology and operational challenges using best practices and methodologies developed by BT to support your business transformation.

For more information please visit
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