



Process vision helps achieve buy-in for NGN transformation

Next Generation Network (NGN) rollouts are not just about defining and optimising the correct technical architecture. They must also embrace the operational and business-wide implications of this fundamental change. Understanding the impact of NGN transformation on the organisation's processes enables better realisation of operational savings. Reviewing planned business operations and products will help identify other business benefits from making the transformation. Managed correctly, NGN rollout can simplify the product portfolio, processes and organisation, making for a more efficient business.

Challenge

Technical and operational complexities in a European incumbent telecommunications company led to confusion in sales, operations and ultimately with the customer.

Moving towards NGN architecture and maintaining the complexity of legacy networks, systems and portfolio created confusion, not clarity.

Solution

A team of process and change management experts from BT Telconsult led a joint programme of process modelling.

A number of workshops were held to model the "As-Is" processes, highlighting both current issues and possible solutions.

A "To-Be" blue sky vision of processes in 2020 was developed to help the business understand the benefits and challenges of adopting an all-IP environment, as well as the positive impact simplification could have on the customer experience.

Benefit

The key benefit to the client was to have a vision of how the future operational environment could be simplified by NGN architecture - including process, portfolio and organisation.

A view of what the changes could look like enabled the transformation programme to get buy-in from the business, and quick-win solutions enabled the programme to gain momentum to start making changes.

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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.

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