

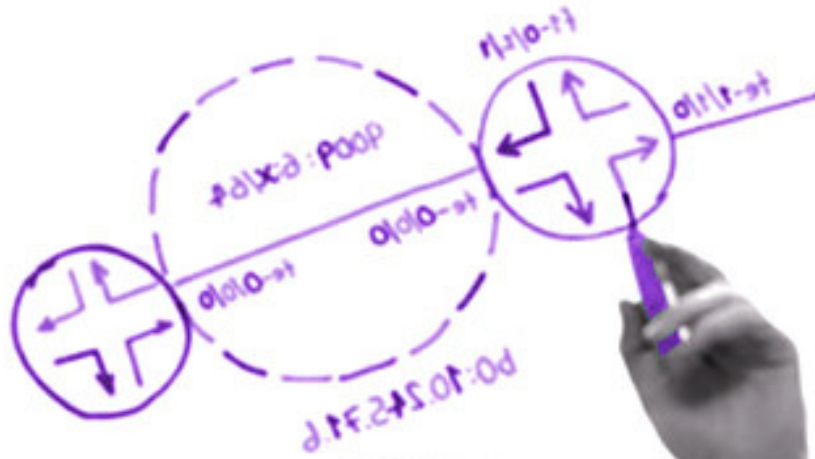
# Business Process Reengineering

Align your processes to your business strategy to reduce cost and improve quality and service.

## What is it?

Business Process Reengineering (BPR) will realign processes to your business strategy, enabling a more agile response to changes or opportunities in an increasingly competitive and regulated market place. BPR redesigns your business processes to reduce costs, improve quality and service and to make your organisation more adaptable to change. BPR is equally effective at tackling significant change and poor performance within individual business units, or across a whole organisation.

BT has had significant experience over the last 20 years of making process-led change in response to disruptive competition, regulation and technology. As a result, BT has developed a methodology and capability to deliver effective BPR. Most recently this capability has been used to drive our own 21st century transformation, and it is this experience that BT Telconsult can use to help ensure our BPR service can bring real tangible value to your business.



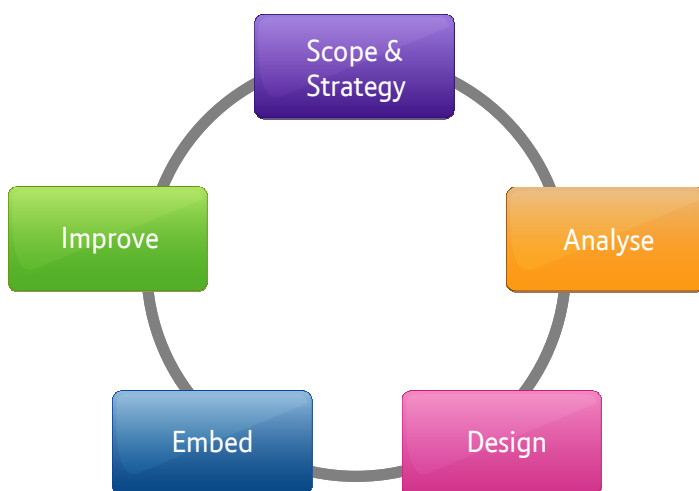
## Why do you need it?

- Are your competitors reacting faster to change than you?
- Do too many mistakes cost you too much?
- Do your processes take longer than they should?
- Is it costing more than it should to run your business?

If you answer “yes” to any one of these questions then we can help you.

In the fast moving business environment of telecoms operators, you must be agile and have flexible processes to meet evolving market and customer expectations. The benefit of deploying new technologies will not be fully realised without a professionally developed process architecture, both of which take time and insight to deploy.

It is with this backdrop of an ever-evolving market place and changing technology that telecoms operators must support change, and BPR can help lead your business ahead of the competition.



## Our approach

BT Telconsult’s approach to BPR is based around five steps, building upon a successful methodology developed within BT. The method is underpinned by professional practitioners that have significant experience of process engineering within the communications industry.

The **Scope & Strategy** stage of a BPR project works to understand your business objectives and strategy, ensuring that they are agreed with by all key stakeholders within your organisation. In addition, there needs to be agreement on the target process or processes to review.

The **Analyse** stage covers modelling and analysing the existing processes – the As-Is model. This stage will be completed through workshops and interviews. A key output from this stage is identifying process gaps, disconnects, potential improvements and any quick wins.

The **Design** stage covers the development of the To-Be process model. Generating alternative processes to the current solution, and ensuring alignment with the business strategy. A key element of the To-Be phase is the comparison with best practice, and it is here that BT Telconsult can draw upon knowledge from within BT and the experience of working with many other telecoms operators around the world.

During the **Embed** stage we will work with your management teams to implement the To-Be process model within the business. This is often carried out in conjunction with one of our change managers to help ensure an efficient adoption of the new ways of working. BT Telconsult’s ability to draw upon experienced professionals from within BT can smooth out many of the challenges often faced at this stage of a BPR project.

The **Improve** stage of a project will be to implement a framework for continuous improvement, enabling the process owners and users to measure, review and improve processes on an ongoing basis. BT has had huge success driving continuous improvement through simple measures such as Right First Time and cycle time.

## Where we have done it

BT Telconsult has successfully delivered Business Process Reengineering to leading telecoms operators in the EMEA and APAC, including:

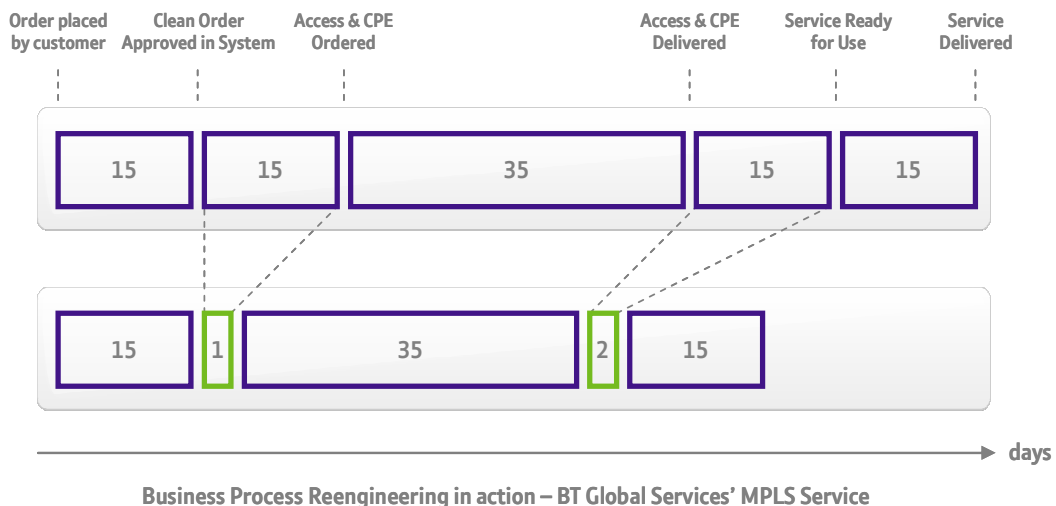
- BPR project to enable a fixed operator in EMEA to move into the ICT market.
- BPR of field force management processes to reduce cycle time for provision and repair, and improve service levels. Achieving a 95% target for Right First Time.
- Reengineering BT Global Services' MPLS provisioning process reduced cycle time by 26 days, resulting in a £28m recurring benefit.

In addition, BT has radically reengineered a number of processes as part of its own 21C transformation programme.

## Client Benefits

BT Telconsult can help you address the key challenges facing your business today. Business Process Reengineering provides you with the insight to make clear decisions on improving your organisation's:

- Customer experience (Right First Time)
- Cycle time
- Cycle cost
- Customer satisfaction.



## Why BT

BT is one of the leading telecommunications operators globally and is widely recognised for its innovation and thought leadership. We operate in one of the most competitive and deregulated telecoms markets and understand the impact of regulatory changes on telecommunication and ICT transformations. This is from a legacy as well as a next-generation technology, portfolio and organisation perspective.

BT will bring a unique combination of unparalleled industry experience, robust business process models and methodology and practical implementation of business process transformation.

BT has obtained tangible benefits that are measurable using pre-defined metrics. Not only are we taking this leading know-how, experience and best practice to our clients by offering consultancy services, we have also developed a service portfolio of 21C transformation services to offer a full end-to-end approach.

## 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  
<http://bt-telconsult.com>



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