

Business Process Audit

Improve the efficiency of your business through a comprehensive review of your organisation's operational processes.

What is it?

A comprehensive review of your organisation's operational processes that enables you to improve the efficiency of your business. The audit will provide a clear set of actionable recommendations with suggestions as to how these might be carried out.

The audit can be used to review an organisation or focus on a key area such as:

- Field operations for provisioning and repairs.
- Network monitoring, fault management and repair.
- Customer experience or customer contact centres depending on your requirements.

BT's comprehensive toolkit of techniques, capabilities and methodologies combined with expertise enables us to quickly identify issues, analyse performance and recommend an implementable way forward. Our consultants are able to bring the experience gained from BT's 21st Century transformation programme and our proven methodologies help to ensure that your organisation will gain significant insight from the process audit.

Why do you need it?

Are you looking to increase the speed of delivery to your customers or improve the quality of your services? Do you feel that your competitors seem to be responsive to change and that your organisation needs to be more agile?

In the current economic climate organisations will be challenged to reduce costs and improve the quality of products or services. A Business Process Audit will provide you with a clear understanding of where targeted changes can be made to increase efficiency and quality.

Audits are time consuming for your scarce resources, and when undertaken internally can be political and of questionable objectivity. Staff with pressing 'day jobs' will be inclined to rush audits and avoid contentious issues. Future roadmaps and strategies developed from such a baseline are likely to be flawed. A BT Telconsult consultant will provide a professional independent external view.



Our approach

BT Telconsult's approach to process audit is based around the delivery of 5 stages by our process and systems expert consultants. BT's approach is very interactive and relies on the involvement of staff and the use of workshops. The objective is to provide practical recommendations to improve your business.

The first stage is about defining the joint scope of the audit. It enables us to gain an understanding of your organisation and objectives. We will work within your organisation to confirm the scope of your audit and get to know your team, ensuring that we can start to collate the information required for the second stage.

The second stage is the Discovery stage during which we use both interviews and questionnaires to enable a rapid appraisal of the organisation's processes. During this stage we will carry out a high level organisational review and if appropriate a systems assessment.

The Diagnose stage uses the information gained during the Discovery stage and compares it to known best-of-breed examples and BT's own process framework. This provides a gap analysis and a view of any "quick wins". We are happy to use our own processes as a reference of a service journey's approach, but will also refer to ITIL, eTOM and other best practices that are relevant to your organisation.

The Report stage collates and documents the recommendations, which will have been discussed with the key stakeholders. This enables us to enter the final Actions stage where we can provide suggestions as to how the improvements can be carried out. The actions and recommendations are then presented to the steering committee.

Where we have done it

BT Telconsult has successfully delivered this programme to leading telecoms operators in the EMEA and Asia regions, including:

- Validation of target operating model, KPIs and IT systems requirements of new processes for a converged telecoms operator in Europe.
- Business Process Audit in Southern Asia.
- Alignment of process and systems roadmaps in Move-to-all-IP transformation programme for incumbent telecoms operator in Europe.
- Organisation and process audit for government owned incumbent telecoms operator in the Middle East.
- Business Process Audit for ASEAN incumbent telco.

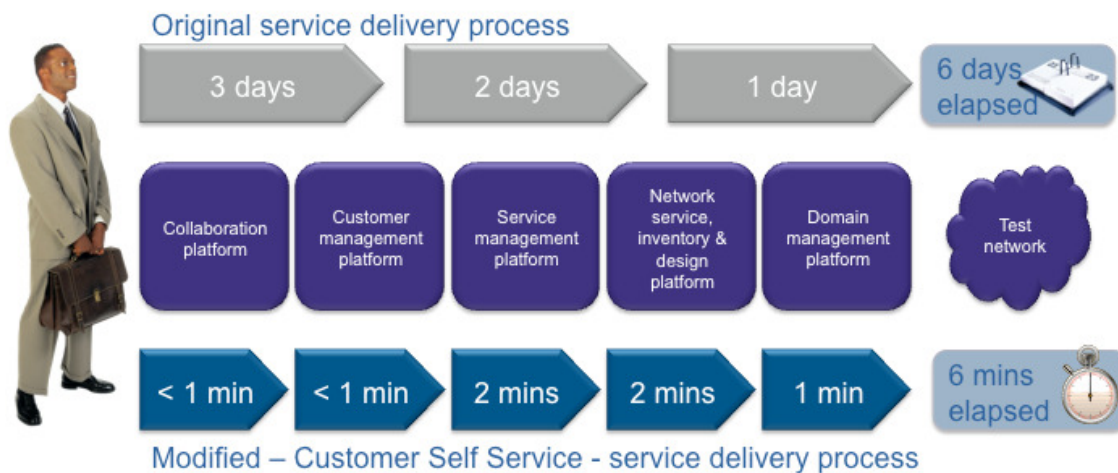
In addition BT has been using the same approach as part of our own 21C transformation.



Client benefits

BT Telconsult can help you address the key challenges facing your business today. The Business Process Audit 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 telco 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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