



Business Process Management Consulting service BPS

v. 2.1

Agenda

Introduction

Business Process Study

BPS report examples

Benefits & References

Telcofan introduction

- TELecom COnsultancy For Access Networks
 - founded in 2004 by industry experts, based in Belgium



- We are a provider of telecom services and automated technology solutions to wireless network operators, service providers and vendors

Telcofan Value proposition

We improve your workflow efficiency & productivity by delivering streamlined processes and software automation resulting in accelerated revenues and increased shareholder returns

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Business Process Consultancy

Objective: Investigate current ongoing projects how money could be saved while maintaining or improving on the quality of the existing processes

- Step-by-step approach starting with: The Business Process Study
- Possible next steps are:
 - The Business Process Software Automation
 - The Business Process Implementation
 - The Business Process Follow-up

Business Process Study (BPS)

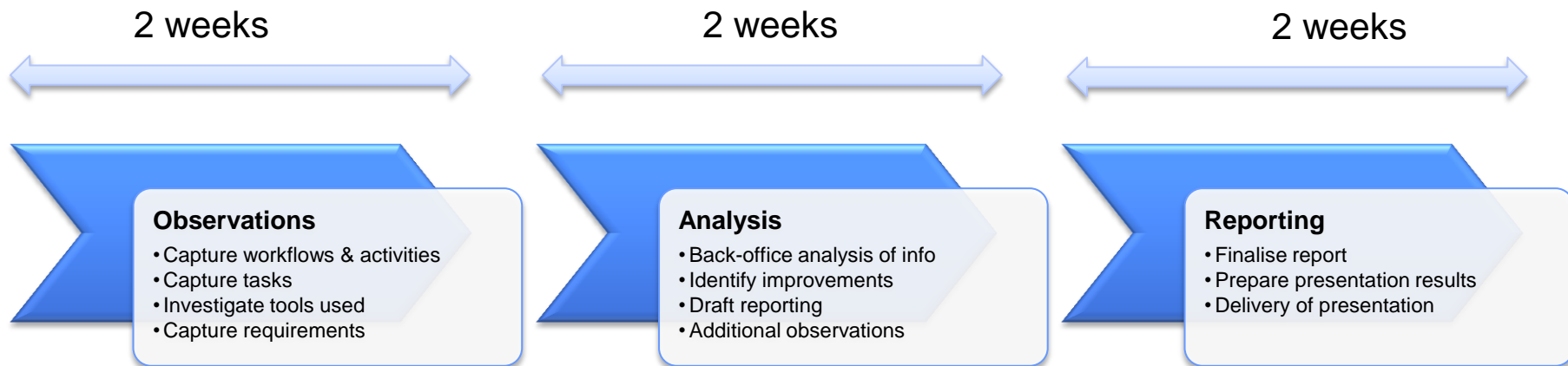
- Methodology applied:
 - Interview central team / managers / coordinator
 - Identify key processes
 - Observation of all involved functions in different regions (if any)
 - Shadowing 'day to day' tasks/activities at the desk
 - Check existing processes, targets and challenges
 - Check Process Interfaces
 - Note all inputs, outputs and tools used
 - ('Real') Timeline of activities
 - Identification of potential bottlenecks
 - Analyse detailed activities
 - Improvements suggestions

Business Process Study (BPS)

- Typical report consists of :
 - Current processes flows
 - All input & outputs
 - Involved job functions
 - Interfaces
 - Tools used
 - ('Real') Timeline of activities
 - Identification of potential bottlenecks prioritised
 - General observations (quality of output, ...)
 - Suggestions for improvements including quick wins
 - Calculation of potential benefits (ROI)
 - Project overview and References

Business Process Study (BPS)

■ Typical Project Plan



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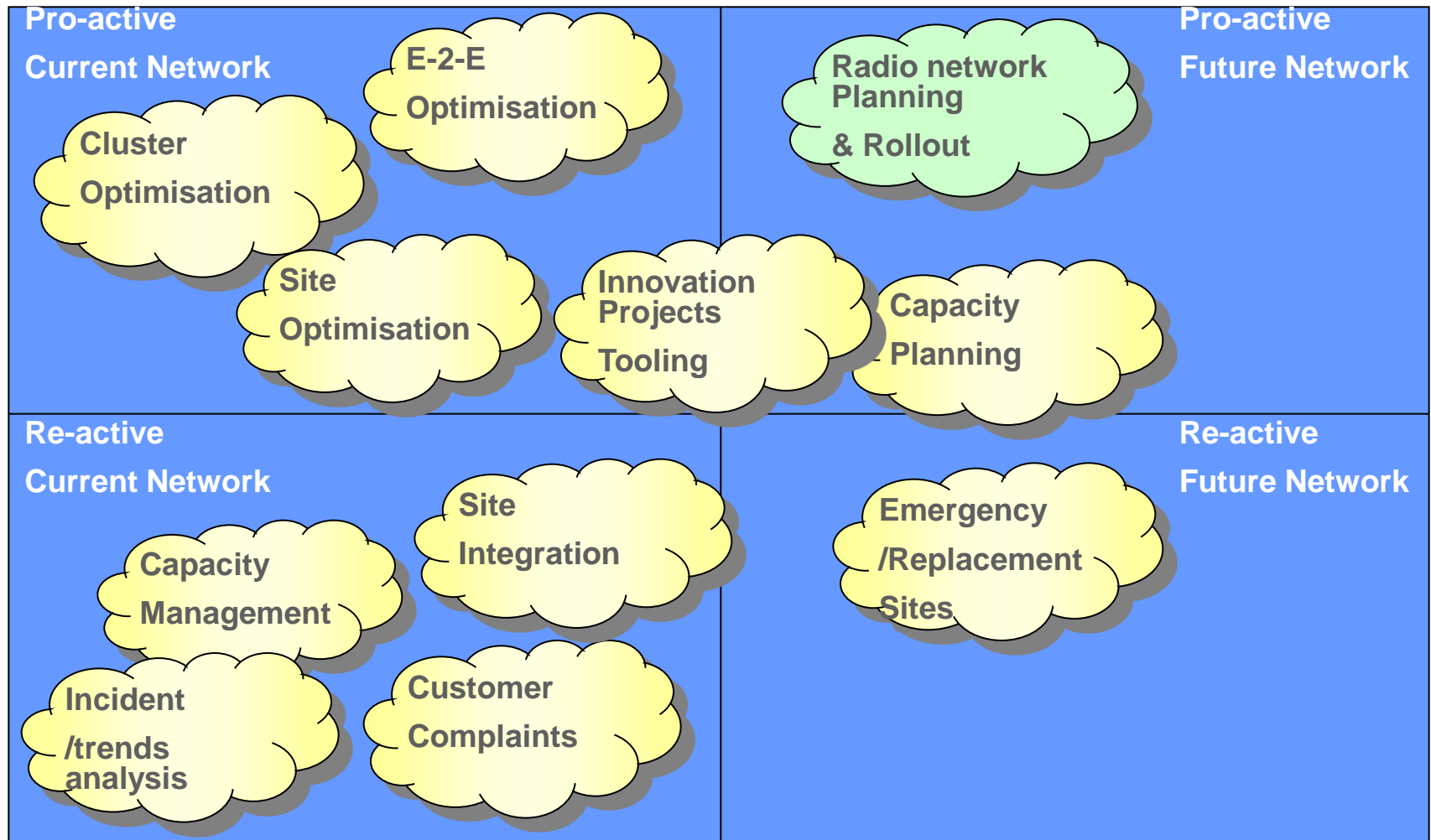
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Business Process Study

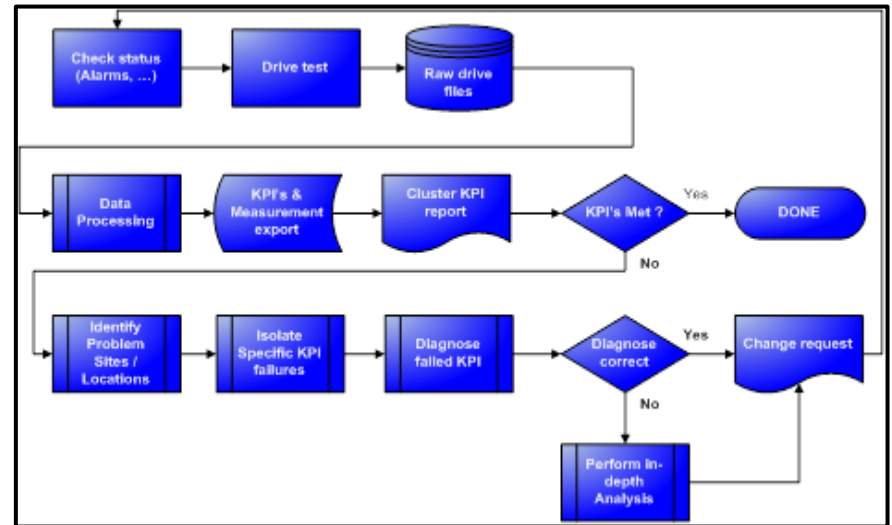
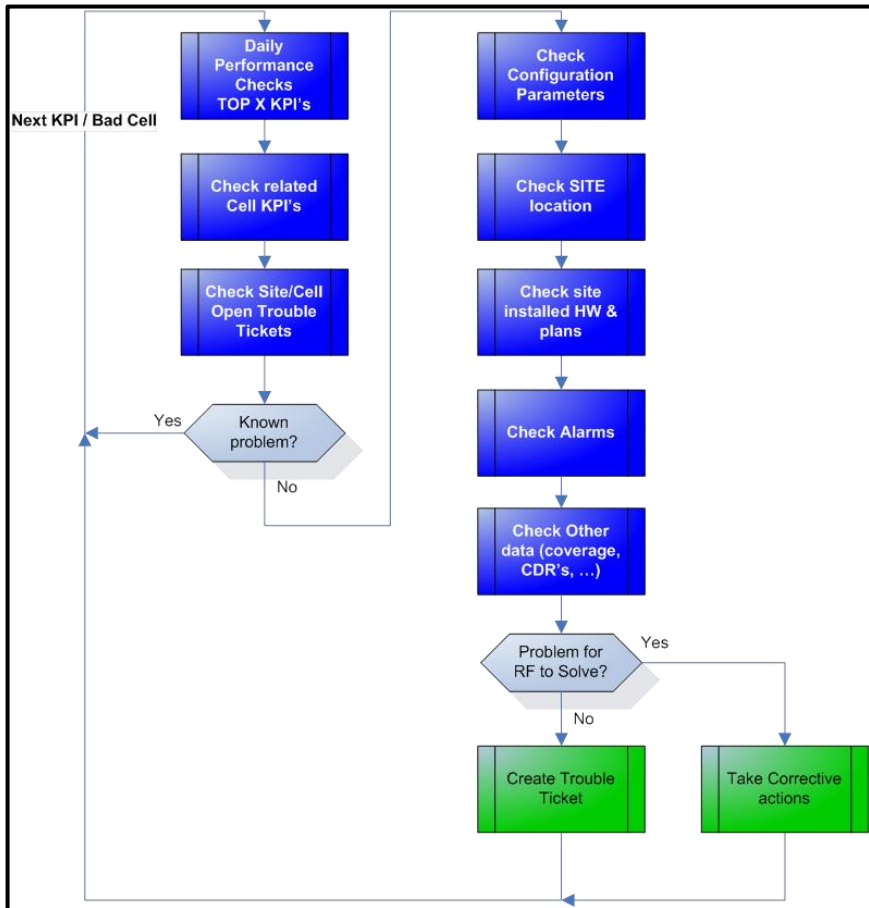
BPS report examples

Benefits & References

BPS Outputs: Radio dept tasks



BPS Outputs: example processes



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Implementation Benefits

■ Quantitative

- Efficiency gains, Increase in Productivity
 - Reduction in contractors
 - Alternative for outsourcing
- Process Cycle time improvements
 - Faster time to market or launch
 - Better MTTR
- Network Quality Improvements

■ Qualitative

- Alignment of business goals and priorities
- Faster implementation of new technology, guidelines, ...
- Can lead to increase in ARPU
- Customer satisfaction improvement -> reduced churn

Reference Projects



Questions or More information ?

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