Case Study

Redefining and Automating processes using TMF Guidelines

Telecom   2019

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❯ SUMMARY

Sagacity did a discovery of existing processes, identified the gaps, defined missing processes, mapped and automated all the processes with e-Tom (Business Process Framework). After aligning processes as per business workflow, we implemented E-P&L platform that integrated all those processes. This helped the customer to manage their business efficiently ensuring huge operational improvements.

❯ CLIENT PROFILE

The client is a leading VNO Operator with vertical intelligence that has global network.

❯ BUSINESS SITUATION

Our client had an immediate requirement for system integration in order to streamline and improve their existing processes and business operations. They needed platform that can easily integrate workflow system, so that existing business operations can be planned, configured, activated and billed with minimum human intervention.

❯ KEY CHALLENGES

- Understanding of client's existing business processes and maps these processes to e-Tom Level 2 and level 3 processes.
- Providing gap analysis and recommendations to overcome gaps in processes and define e-TOM level 4 processes and level 5 processes in few cases.
- Creating information framework which can be used for system integrations, which can cater future data requirements as well.
- Creating and propagating standard TMF based vocabulary for internal communications as well as for partners and suppliers
- Creating a solution which can cater geographic location P&L and annual operational cost forecasting.

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⟩ SAGACITY SOLUTION

A pioneer venture which depends on TMF Frameworks rule, with expanded focus on system integration in BSS/OSS. We streamlined and automated the processes with e-Tom framework, that included defining of new processes as per client needs and mapping into the business workflow. Sagacity developed standardized interface and implemented E-P&L platform. This platform is NGOSS compatible solution framework, following e-Tom (Business Process Framework), SID model (Information Framework) and integration framework principles. This platform also employs TMF standards for internal and external communications. The platform provides integration toolset, order handling, configurable resource management, supplier management processes and capabilities for both Billing and P&L calculations. This assisted in faster order closures and predicted loss-making projects along with their yearly expenses. Customer was able to identify the impact with change in suppliers. This also helped to manage the purchase processes better by providing relationship between purchase requests, purchase orders and invoices raised by suppliers, to manage outflow of money. This NGOSS solution framework can be used as standalone resource and is used extensively for various models to reduce interdependencies and allow independent development and extension. We helped in creating a global definition of terminologies which were common across all applications and based on industry acceptance and used TMF guidelines which are accepted in Telecom industry. After completing the above two steps, we moved to the next level to determine the client's software requirements to accomplish business goals. These functional requirements were used to float RFP to various software vendors. On the same lines we also developed SOA based architecture for client which will cater his future requirements with least changes in systems.

⟩ IMPACT

- Clearly stated the roles and responsibilities of each department in terms of applications and their interactions with other departments. This increased client's customer satisfaction by more than 50%; as observed in latest survey done by client.
- Assisted in generating revenue and reducing operational costs
- Helped them with solutions to close their orders faster.
- Provided them possibility for both billing and P&L calculations.

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- Identification of loss-making projects at an early stage, which helped them to prevent losses and predict their annual cost.
- Predict contract length to make project profitable. Defined the gross margin that could be made at the end of contract
- Helped them to identify any decommissioning of equipment well in advance, the approximate cost that would be required to replace the equipment and plan for the replacements along with list of impacted customers.
- Helped their management team to implement well formulated strategic decisions with an intention to improve their profit margin.

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