Bringing it all together

What is it?
The redesign and redefinition of your processes in alignment with your strategy goals.
This alignment enables your business to have an agile response to new challenges and compete in an increasingly competitive marketplace.

BT Telconsult delivers business transformation enabled by process automation, driven by innovation, and with performance measured by metrics at every stage.

BT’s Business Process model approach delivers results that enable your company to expand in the marketplace and enable it to exploit new opportunities.

Why do you need it?
The traditional business environment for Communication Providers and IT companies is converging into a consolidated single ICT marketplace. This is forcing change in the way people interact and the processes they use.

In a fast-moving ICT market, agile companies must have a flexible process architecture to meet evolving customer expectations. A process-led approach must be at the forefront of your business. To succeed, a company must identify and integrate the critical processes essential to the success of their customers, becoming customer-centric in all aspects of their operations. The regulatory authorities in new and established markets require robust processes to ensure competing companies can interoperate.

The benefit of building an ICT infrastructure may not be fully realised without a globally benchmarked, tried and tested Process Architecture, able to accommodate changes in business focus and functionality.

Service Innovation - From 6 days to 6 minutes
Our approach

Our method is based on an end-to-end approach covering all major events that trigger activity in the business covering distinct investigation and transformation phases.

This leads to a view of the current 'practice of processes' in your organisation, with a gap analysis against world-class processes, including BT's process framework.

From the initial investigation phases a report will be prepared outlining the existing preparedness and readiness for the transformation phases.

The report will include all the necessary roadmaps and plans to facilitate a controlled transition within the overall business transformation. Furthermore, our skilled practitioners are able to train key personnel in the use of the models and methodology. The capability provided by this knowledge transfer will enable continued evolution of your business in the future.

The future activities and processes (TO-BE) will be fully documented and introduced. These will include industry standard Management Information reporting established on the basis of benchmarked best practice.

Our approach is collaborative, assessing strengths and weaknesses, while mentoring and building skills within the client organisation. It is experience-based with an international team of acknowledged thought leaders and achievers.

BT Telconsult’s Business process transformation methodology is closely associated with Organisational Change and System Design.

Where we have already done it

BT itself has undergone a large scale business process transformation covering our process architecture, organisational structure, ICT portfolio and systems architecture.

For a fixed operator in EMEA, we conducted a process audit and subsequent business process transformation project to enable the client to move into the ICT market. Besides the market analysis, strategy and ICT Portfolio development consultancy, the business process transformation has been a vital enabler to shift from product-silo based processes, to a more agile end-to-end process architecture that aligns behind ICT customer journeys.
Why BT

BT is one of the leading telco operators globally and is widely recognised for its innovation and thought leadership. We operate in one of the most competitive and deregulated telco 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 across the Consult-Build-Manage phases.

Client Benefits

BT Telconsult can help you address the key challenges facing your business today. By adopting BT’s world-class business processes, you can ‘jump-start’ innovation.

Benefits of adopting BT’s world class processes based on an end-to-end approach include:

- Reduced cycle time
- Increased right first time
- Reduced cycle cost
- Increased customer satisfaction

BT Telconsult can help you:

- Meet increased customer requirements and demands within agreed timescales
- Better understand the market and regulatory landscape and how changes might impact your long terms plans
- Deliver the right process architecture to meet the regulatory requirements and market environment.

About BT Telconsult

BT Telconsult is a global telecoms management and technology consulting business with 30 years experience in providing consultancy services to fixed and mobile telco operators in more than 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 www.bt.com/telconsult