

COLT Telecommunications

Data consolidation and process optimisation to maximise revenue generation

The challenge:

In support of their goals to extend their support to customers and underpin their growth plans COLT saw an opportunity to further exploit their OffNet business. Given COLT's reputation for providing market leading standards of customer service an area that COLT focused to achieve these goals were the Service Level Agreements (SLAs) between COLT and its OffNet Suppliers.

Clevercoms helped COLT develop:

- A single integrated source for SLA data.
- A framework for ensuring that accurate and appropriate data was acquired.
- A process to ensure that data held was current at all times.

The Clevercoms solution:

The Clevercoms Project Manager carried out the following key steps:

- SLA gap analysis to establish what data existed and what necessary data was missing.
- A review of existing systems and processes.
- Establishing who used the information and how it was used.
- Confirm where and how SLA's were being stored.
- Establish the responsibilities of individuals and teams.

The findings from this review helped our team to work with COLT to set up improved systems and processes, ensuring that the required SLA information was accessible to relevant departments.

The work was carried out over a three month period and achieved the following deliverables:

- The consolidation of contracted OffNet SLA information into a simple concise database by supplier and country.
- Initialisation of a centralised repository for SLAs using COLT's existing 'Other Licensed Operator' Intranet pages.
- Connectivity information for Network Operations and Customer Interface Management, for contracted OffNet suppliers and circuits.
- OffNet Supplier Peer to Peer contact list specifically for circulation to executive management.
- A methodology for the audit of OffNet Supplier demarcation floor interconnects.

The result:

Data quality increased and reporting showed significant improvements. COLT was provided with simple and user-friendly systems to ensure the accuracy of interconnect data which could be accessed quickly and easily. This enables a better service to be provided to COLT's customers.

Recommendations for further improvement were made for implementation by COLT.



“Clevercoms has helped us to introduce systems and processes to maintain improved and more accessible data. More accurate information will provide our customers with a better service. Clevercoms completed their work on time and to budget.”

Steve Cahill, Supply Chain & OffNet Business Unit Director
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