

LEADING COMMUNICATIONS SERVICE PROVIDER

Business Analyst Consulting Services to Improve Efficiencies Across the Organization

CLIENT PROFILE

UK based world's leading communications service provider engaged in providing fixed-line, broadband, mobile, TV and network IT solutions

CLIENT CHALLENGES

The client was looking for Business Analyst Consulting Services to build a case for post-acquisition process efficiency and optimization. They wanted Business Analyst Services to investigate existing issues, scan the market to evaluate potential solution options, identify target benefits and further indicate cost and timelines to help form the business case. Client faced major gaps and inefficiencies that impacted their overall operations. Some of the challenges faced by the client were:

- No consistent method of process improvement
- Dissatisfied with the services provided by the IT department
- IT did not meet business requirements due to ever changing and conflicting requirements
- Lack of sense of ownership on part of the business with regard to their IT and network systems leading to slow decision making
- Lack of clarity on existing systems/applications

SOLUTION

Using business value driven approach, we helped the client to improve organisational efficiencies. We worked with staff to design systems that reduce risks, improve efficiencies and reduce costs. We collaborated with stakeholders across the organisation to gain consensus and develop a roadmap to sustainable improvement. We conducted reviews of existing business processes(as-is),evaluated options, known issues and existing system capabilities and in-depth analysis of the current business processes, through root cause analysis and ideation workshops.

BENEFITS



Improved Management of Business Processes



Greater Alignment Between Business and IT



Reduction in Duplicate Business Processes



Significant Cost Savings

BUSINESS SITUATION

Client acquired a telecom company in UK and required Business Analysts Consulting Services to baseline its current state processes, identify target benefits and develop indicative implementation costings and timelines. The biggest challenge for the client was to identify how well the business was functioning. There was little link between core business functions and the processes that support them. The Client suspected inefficiencies and wanted Business Analysts to map the business processes and build a business case for process efficiency and optimization. Our team of Consultants conducted in-depth analysis of the current business processes and existing system capabilities through techniques such as root cause analysis, process reviews and requirements analysis, etc. In addition, we performed the following tasks:

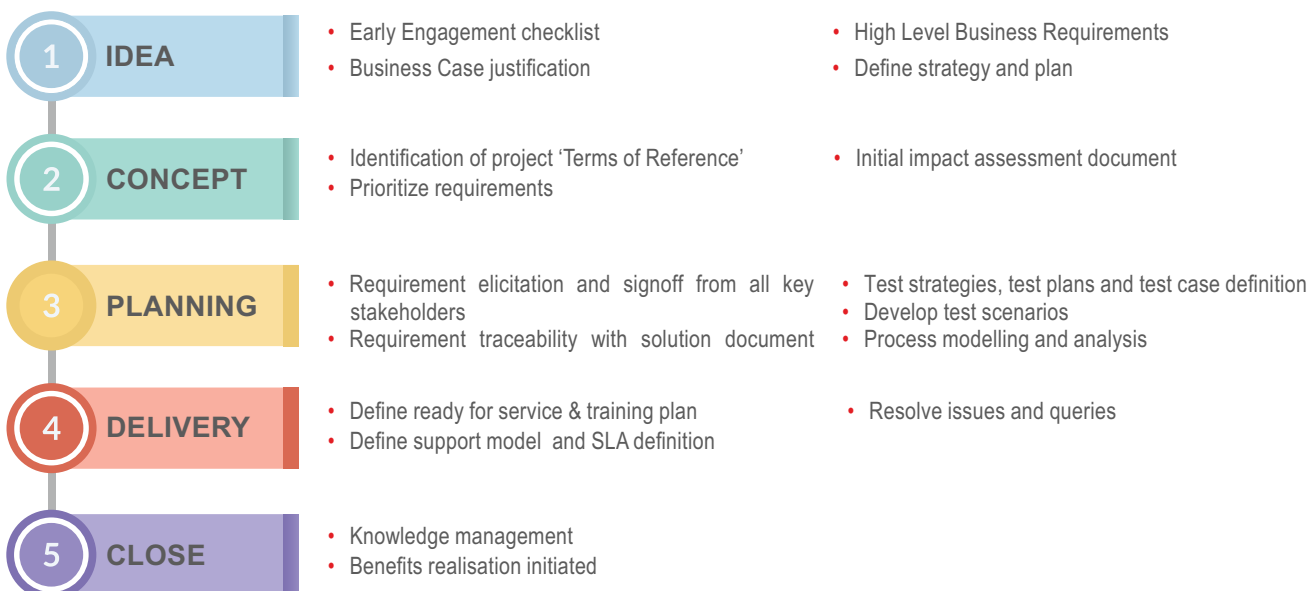
- Presented and communicated the business case to all stakeholders
- Identified options, evaluated business, assessed risks and conducted financial & technical feasibility study
- Developed customer journeys and analysed how user experience can be improved
- Provided insights on how the services were being used by customers and opportunities for improvement
- Provided recommendations for selection of options
- Helped customers articulate their business requirements
- Worked with the business to identify what changes impact people and processes

70+
Projects Supported

300+
Business Requirements Documented

TECH MAHINDRA'S METHODOLOGY AND SOLUTION

We worked closely with the Client to plan and resource their business analysis requirements. We followed the following approach for this outcome based service.



**WHAT ARE YOUR CHALLENGES?
LET'S WORK TOGETHER TO SOLVE THEM!**

To know more contact us: befutureready@techmahindra.com

BE. TECH MAHINDRA CONSULTING