

BUSINESS PROCESS ANALYSIS

Sector: Telecom

Topic: Modeling core processes for the To Be situation

Our approach:

1. Model processes using BPMN
2. Support the process owners to implement change and address resistance
3. Assist the team members in BPMN syntax and improve process design
4. Model and document the product provisioning workflow in BPMN.

CONTEXT

In the context of a major transformation program, **we have taken part in the analysis, modeling and documentation of the core business processes:**

- Work with Process Owners and key stakeholders to define the TO-BE processes
- Identify distinct use cases and expected procedure documentation
- Review existing documentation and assist the Process Owners in the documentation of the processes.

BENEFITS

- **Business process management:** support the implementation of a process-driven organisation;
- **Business processes model:** streamline TO BE processes;
- **Documentation:** provide up-to-date accurate documentation according to client's template.

