BPM for Telecommunications

Delivering BPM Group Training to Telecommunications

At BPMInstitute.org, we understand the challenges that many telecommunications operators face. Our clients have used our Business Process Management (BPM) approach to improve business processes such as:

- New Customer Onboarding
- Network Build
- Procurement: from Request to Receipt
- Customer Complaint Resolution
- Recruitment: Requisition to Onboard
- New Service Onboarding
- Service Modification Request

Telecom operators continue to face significant challenges in terms of churn due to escalating customer expectations and threats from Over the Top (OTT) competitors. OTT competitors such as Skype and Netflix continue to encroach on the turf of traditional telecom operators. Operators need to find ways to concurrently improve service for customers and reduce costs of operations.

> *The TM Forum considers its Business Process Framework (eTOM) a critical component of the blueprint for enabling successful business transformation.*

The eTOM Framework is Critical to Transformation

Improving customer experience, reducing operating costs, reinventing the enterprise, and introducing new business models – all have one element in common. The reliance on a process based view of performance and the need for cross functional collaboration. The TM Forum considers its Business Process Framework (eTOM) a critical component of the blueprint for enabling successful business transformation.

BPM Can Overcome Key Challenges

BPMInstitute.org has offered a comprehensive BPM curriculum since 2003. Applying BPM principles and tools can create a systematic, end-to-end environment that provides insight on a range of factors including improving customer experience, reducing operating costs, and introducing new business models.

BPM Improves Telecom Processes

Telecom operators who chose to deploy BPM are better equipped to overcome challenges such as:

- Improve ad-hoc exception handling for improved customer experience
- Integrating disparate systems at lower cost
- Faster provisioning
- Automating fulfillment processes better
- Automating manual processes in regulatory compliance

BPM is a mature discipline and has been adopted by many telecom organizations looking to improve the efficiency of their operations.

BPMInstitute.org℠

We have helped dozens of companies in telecommunications train their BPM groups.

- Schedule a Consultation
- Call Us at: 855-304-8444
- Learn More at BPMInstitute.org/group-training