Telstra Stays on the Leading Edge of Mobile Technology

Mobile Services Provider Speeds Up Infrastructure Deployment With Optimized Business Processes On Intalio|Bpms

Customer	:	Telstra
Industry	:	Telecommunications
Product	:	Intalio|bpms
Application	:	Real Time Process Control For A New Mobile Infrastructure

Telstra is Australia's largest mobile network provider with 7,000 operational mobile towers creating a comprehensive network coverage. The network of mobile phone 'base stations' needs to be constructed and upgraded to maintain such coverage. If deployment of this infrastructure is not managed in an effective way then real-time impacts on the overall network performance could result, leading to reduced customer satisfaction.

Projects are created to deploy this new infrastructure and the current system used to manage these projects is mainly paper based and relies on email for distribution and approval. Approximately 1000 people are involved in these projects: Telstra engineers as well as external contractors – and it is cumbersome, expensive and slow. Consequently projects take longer and are more costly than they should be.

intalio | bpms

The Modern Way to Optimize Business Processes

Telstra Technology Requirement

Telstra is introducing the next generation 4G network in 2012 and will initiate 6000 new projects to construct and upgrade new and existing mobile towers. In addition the existing towers and antennas need to be maintained.

The challenge Eirteic undertook was to model current processes used to manage the acceptance and integration of mobile infrastructures and develop an integrated paperless, workflow project management system with active KPI management. Meeting the challenge involved integrating both the existing human and system interfaces into a single simpler system. Processes were reviewed and modified so as to deliver significant cost and time savings and ultimately translating into improved customer satisfaction.

" *Eirteic well applied their domain expertise and leveraged the flexibility of Intalio|bpms in order to provide true business value to Telstra* "

Arnaud Blandin
Vice President APAC, Intalio

What is Whisper?

Whisper is an electronic project management solution developed by Eirteic Consulting in Australia as a one- to- one replacement of Telstra's earlier paper-based process with a web-based workflow system. Built into this design was business process management (BPM) tool from Intalio|bpms. This Intalio|bpms workflow system is particularly oriented to equipping business analysts and IT technicians with capability to collaborate on the design deployment, and ongoing management of complex business processes. Whisper functionality revolves around online forms – online downloadable versions of paper-based forms, including associated documentation and site photos. Users interact with the system through web forms. These forms are part of the in-built document management system. This guarantees having consistent project documentation centralized in one place only.

Whisper utilizes active KPI management where users receive notifications if they are behind schedule with their tasks. Automatic emails are initiated to shared mailboxes as a prompt for actions to be completed. These tasks are part of a formal approval process for quality control. Process tasks are reusable, and Whisper supports the creation of projects using workflow templates. Users also belong to groups and can be managed collectively. From a security point of view the user accounts are managed through the internal Telstra Active Directory. Whisper, being a role-based system, allows certain people to view certain levels of detail. With various contractors permitted to enter the site and enact their part of a job, Whisper ensures their work is integrated and duplication is eliminated.

Whisper allows managers to have great visibility on the KPI progress of the numerous projects through dashboards and reports. Any workflow initiated is generated into a live dashboard of group roles & project status, indicated by traffic light signals. Project data can be captured in report formats and oriented into action lists. Reports can include such requests as:

Completed Projects – Summary & detail

Open Projects – Summary & detail

Projects Due this Week

Tilt Change

Site History

Outstanding Actions

Whisper is integrated with CANRAD – Telstra's current Radio Network configuration database. CANRAD records antenna pan and tilt information, which Whisper is able to update directly as part of the site integration process. As new infrastructure is brought into service, tilts and pans may need to be adjusted at existing sites to ensure optimal network performance. Whisper provides real time access to existing settings as well as providing an interface for writing updates as the existing settings are changed. Users such as Radio Frequency Planners, Civil Design Contractors and Constructors can view

Whisper makes the relevant material available to the correct groups for approval and then releases the next stage of the project for action. At the completion of the integration and commissioning works, Whisper allows the test results and final documentation checklists provided throughout the project to be visible in one centralized place.

Throughout, the emphasis is on simplicity and efficiency.

> " Whisper allows the Test Results and Final Documentation Checklists required at the end of a build project to be visible in one and only one place, available to the different groups that are required to check and approve. - Whisper eliminates the need to trawl through emails for test results, approvals and rejection"

Bruce Sunderland Network Infrastructure Management, Telstra Operations

> " The old manual process has been automated with appropriate interfaces to Telstra's inventory systems – a significant reduction in time "

David Fagan
Senior Technology Specialist, Telstra

Whisper Core Advantages

Whisper Benefits

" *Eirteic did display real talent and ability in liaising with Telstra IT staff when developing the CANRAD interface and [this was] the most impressive part of their efforts* "

David Fagan
Senior Technology Specialist, Telstra

The Telstra application demonstrates these Whisper core advantages:

> Streamlined business processing, using consolidated online forms eliminating duplication

> Reduced processing time and errors of paper processing

> Whisper initiated emails have hyperlinks to take the user to the required screen in Whisper.

> Significant cost and delivery time reduction, while improving delivery quality

> A professional presentation enhancing the user experience

When asked, Telstra highlighted to Eirteic some of the areas they believed had changed significantly through the Whisper implementation:

> Project management of the end-to-end mobile base station commissioning process in a consistent manner across Australia by regional Program Delivery personnel.

> A greater throughput of projects can be achieved as Whisper manages the Project process

> The test forms are built as web forms in Whisper, making data entry and collation far more cost effective.

Mobile base station commissioning test results are stored in only one location, visible to all parties of the approval process.

All results loaded into Whisper as part of the standard process, a simpler process than the previous Telstra Contractor Self Service portal.

Extensive approval & rejection capability is available, with reasons logged throughout the total Whisper process flow.

Whisper automatically initiates emails to the respective shared mailboxes as a prompt for actions to be completed. These contain hyperlink directions to the required Whisper screens.

Antenna tilts affecting dynamic performance and base station revenue are entered on site in Whisper, which updates to CANRAD in real time. The original delay between on site tilt changes and CANRAD update was 1-2 months.

Whisper has a flexible approach which makes it adaptable to new technologies and new acceptance processes.

These core advantages underpin the Whisper electronic project management solution for the acceptance and commissioning of mobile infrastructure.

About Intalio

Intalio – The Modern Way to Build Business Applications. Intalio's suite of products enables businesses, large and small, to rapidly build business applications that are cloud-scalable and mobile-enabled to support an agile response to their market. Our standards-based software can be found powering over 1000 businesses including some of the largest in the world like Deutsche Bank, General Electric, NTT, Irish Revenue Commission, Singapore Airlines, Facebook and Google. Intalio is headquartered in Palo Alto and has over 100 partners and world class investors. To learn more about building modern applications, visit www.intalio.com.

intalio

28 State Street
Boston, MA, 02109, United States

+1 (650) 596- -1800 (voice)
+1 (650) 644- -3365 (fax)

info@intalio.com