Telenor

Industry

Telecommunications

Customer

telenor

Challenges

Improve HR, Finance and IT

Solution

OpenText Assure

Benefits & Results

· Call Logging
· New Processes
· Customer Portal
· Improved reporting
· Improved working practices
· Increased efficiency

Svein Hilding Assen had a desire to get rid of time consuming and messy support processes consisting of unnecessary manual activities and dependencies.

OpenText Assure provided the solution.

"Co-operation with OpenText and Vivento has worked very well" says Aasen. "Their consultants are both competent and experienced, have good understanding of the customer challenges and keeps focused on the goals of the project."

Service Delivery and the Product

Telenor's main objective was to encourage the collection and contribution of issues from its global offices. Ease of logging calls, routing to relevant teams, and effective call management by experienced customer service agents were the central elements of Telenor's brief.

Challenges

IT Director Svein Hilding Aasen had launched a project to replace a large number of manual and time consuming business processes and a sub-optimal support system through the introduction of efficient Service Delivery and Support Processes.

Telenor experienced an inconsistent approach to process, administration and communication across all three of their Service Centers.

The HR Service Center (Human Resources) had previously communicated via phone or post and had no consistent way of logging and handling customer calls.

The IT Support Teams and Service Center were without one common solution across the department making it difficult to log, categorize and route calls and meet Service Level Agreements (SLA's).

Inside Financial Services there had been a long standing requirement for a single point of contact web facing customer portal. The solution needed to be accessible for everyone within Telenor to exploit globally with the aim to simplify administration and improve communication.

Based upon these challenges Telenor began a project to improve the facilities, processes and systems across its Service Centers.

The Start of Process Efficiency

Telenor began an internal analysis to identify their processes and challenges. The purpose of this was clear; more efficient processes and consistent, cost effective for support, administration and communication with users, customers and suppliers. Telenor's requirement was to engage a vendor and contractor who could offer a flexible and scalable Service Desk solution as well as deliver guidance and advice for implementing intelligent Business Process Management (BPM). Three vendors were shortlisted with the final decision going to OpenText and ICCM Solutions along with and their Norwegian partner Vivento.

The Two Process Approach!

Telenor Project Leader, Astrid Haukus, has led the development of the new Service Desk solution and says "We have experienced that there are two types of processes in an organization, the ones that improve and the ones that get worse over time. The latter is always the case if you don't secure the necessary process understanding, ownership and modeling, and understand that continuous improvement of the processes is a part of the business elements."

"Along with the revitalized and additional robust processes the new Service Desk for Telenor has been deployed and is accessible globally. Subsequently every shared Service Center now has a common support apparatus with integration running across underlying business systems."

Haukus also believes that the solution over time will see an improvement in the response times, reduction in issue handling and improved accuracy and customer satisfaction.

Both Haukus and Aasen agree that OpenText Assure has addressed the challenges they previously had with too much people dependency, follow up, automation, resource management and cost coverage.

www.**opentextbpm**.com