

You can't manage what you don't measure — Performance by scorecard

Customer

A major country unit of a fortune 500 global leading provider of telecommunication equipment and related services to mobile and fixed network operators globally. The company is considered to be a world leading end-to-end solution provider having more than 1000 networks in 140 countries utilizing their network equipment – 40% of all mobile calls are made through their systems.

Objective

Improve efficiency and effectiveness in tracking and reporting critical success factors (CSFs) and key performance indicators (KPIs) in the management of complex project deliveries. Paramount is to stay on track and get early warnings when matters start to deviate in order to deliver on time and budget to meet or even exceed the targets. This involves automation of the information and progress flow to provide an up-to-date and accurate view vs. KPIs of a project. Furthermore, the aspect of driving a desired behavior pattern should be addressed. Focus to be on productivity and business value enhancement of the project by effective management of a directly linked incentive program for project managers.

Identified mission critical capabilities:

- Keep accurate and up-to-date information of service delivery performance
- Log and track development of add-on sales opportunities to secure reliability in and adherence to the incentive scheme
- Effectiveness, quality and security in collection and distribution of the information
- Fast information feedback loop to the stakeholders
- Low 'user entry level' to maintain correct information flow

‘Benchmarking showed a rapid improvement in project management and our IS Tools based application was singled-out as ‘best practice’ for making this happen’

Senior Manager

Solution

The IS Tools Platform as a Service (PaaS) system for Cloud Computing based solutions was selected to keep tabs on the critical success factors in terms of key performance indicators by delivering relevant scorecard and feedback information on the progress. Within just more than a week IS Tools AB configured, delivered and deployed a complete IS Tools PaaS based application fulfilling the requirements. Shortly thereafter it was in nationwide use by the customer.

Features of the IS Tools PaaS based solution:

- Easily configurable to track, monitor and report progress according to the logic of the business process
- Dynamic and online adaptation of structures
- Logic to deal with changes – seamless update to all users/clients without downtime
- A common communication vehicle – serve a large and dispersed user base concurrently through internet web browsing
- Flexible and powerful management of user access rights
- Intuitive use
- Short time to deployment of a fully productive system
- Manage and deliver aggregated information overviews

Benefits:

The IS Tools Cloud based Platform as a Service business application underpinned and significantly improved productivity and profitability in project management:

- Boosted operational excellence by tracking and monitoring performance indicators underpinning on target delivery
- Enhanced drive for achieving better business value by timely and accurately managing the incentive scheme
- Quickly and easily enforce best practice and benchmarking





The Story

The customer, considered to be one of the telecom industry's leading global players, has operations worldwide (>140 countries) and employs a staff exceeding 60000. Its heritage goes back to the late 19th century as a pioneer in the field of telecom.

Increasing competitiveness combined with a shift in business scope, processes as well as in technology drives towards a shortened time-to-market for products and services. The operational activities are in a state of constant improvement to meet or exceed delivery fulfillment to a demanding customer segment.

Significant productivity improvement can be gained by organizational learning and driving a desired behavior pattern. Of importance in this process is to identify CSFs and accordingly establish and measure the KPIs. The easy part, most

of the time, is to set the CSFs and KPIs. To implement the whole concept from timely collecting and sharing of relevant information to enable organizational learning on a day to day basis is often more difficult and time consuming to accomplish.

The IS Tools Platform as a Service system for a Cloud Computing based solution addressed and delivered the critical capabilities required and was a crucial success factor.

The professional services organization of IS Tools AB configured and launched the complete application for nationwide services in a short period of time. The full time-to-productive system cycle was accomplished within an astonishing time of over just one week.

Shortens time-to-productive system

The Product

IS Tools is the ultimate Java based Cloud Computing Platform as a Service (PaaS) engine and software tool for corporate and enterprise use.

Capability highlights:

- PaaS engine for delivering on-demand applications
- Provides a ready and easy to use point and click framework for modeling and configuring a complete IS application with:
 - set-up of structures, rules and logical aspects
 - management of complex access rights for internal and external users
- Dynamic adaptation in real-time while users are online
- Web access and browser based
- Scalable to accommodate for large operations and concurrent usage
- Multilingual support
- Proven
 - supports a wide range of business critical processes 24/7/365
 - 30000 corporate users in more than 40 countries

The Company

IS Tools AB provides the foremost adaptive information system tool and Cloud Computing Platform as a Service engine mirroring and supporting your business processes.

We deliver:

- a cost effective, proven, powerful and flexible PaaS product solution with associated professional services
- an information system and solution aligned with your business processes and not the other way around

The provider of the adaptive IS solution for

- sustainable competitive advantage
- operational excellence