



PLAN • PROCESS • EXECUTE • RESULTS

COMPANY: International Wireless Carrier

ISSUE: Company, developed through acquisition, was handling trouble reports in an inconsistent manner, and had no system for the central tracking of all troubles

ROLE: Director of \$1.2M engagement

HIGHLIGHTS

- Analyzed current nationwide trouble management identification and resolution processes
- Identified areas requiring immediate attention
- Directed combined consulting firm/client employee to establish guidelines for standardized trouble management process
- Facilitated successful national senior executive workshop to gain concurrence on standard trouble management process (Meeting sponsor believed that consensus could not be reached)
- From the newly defined trouble management process defined functional and technical requirements for technology to enable implementation of standard process
- Developed and facilitated process for the identification, evaluation and client selection of vendor to enable new process
- Managed client relationship and implemented engagement techniques to insure timely development of all deliverables, within budget

RESULTS

- Using the above methodology client was able to develop a standard method for processing network troubles, something it had been unable to do in the past.
- Client was also able to systematically identify a common set of needs, identify and refine a list of candidate vendors and obtain executive concurrence on its vendor recommendation.