

Assess

Our client is an emerging international telecommunications company operating in 15 countries, across 3 continents with a range of global top tier clients.

As a successful mid-sized start up the company was experiencing the typical challenges of rapid growth and scale up. Their challenge was to transform their existing end to end processes from ones suited for an initial small customer base to suit large scale & high volumes.

Across the key parts of the billing process our client was experiencing difficulty satisfying the following business objectives;

- » **Accuracy:** More than 40% of bills required manual intervention entailing poor RFT (right first time) rate on bills.
- » **Customer Satisfaction:** Across all countries over 35% of customers complained monthly due to bill errors or not receiving an invoice.
- » **Efficiency:** Single approver for subsequent credit requests leading to over 65% of payments being delayed due to this process bottleneck.
- » **Transparency:** Poor documentation of certain parts of the process with key areas understood by only a few staff.
- » **Measurability:** No ability to determine current status or track and monitor progress of the billing processes.

Advance



Determined business objectives & key processes in scope with senior management.

Defined & agreed stakeholders and subject experts for every process.

Reviewed value chain for issues & opportunities with owners.

Critical path analysis to determine bottlenecks & key measures.

Ranking of processes against objectives and targets to agree action plan.

Assure

- ✓ **Process KPIs** : Agreed a set of standardised KPI's and implemented a company wide system to baseline and collect process metrics.
- ✓ **Process SLAs** : A critical path analysis allowed cibsys to identify required SLAs and facilitate agreement on targets with stakeholders.
- ✓ **Process Improvements**: A tiered approval process based on request value was implemented in order to increase process efficiency and reduce backlogs.
- ✓ **Accuracy** : Right first time of bills increased by 20% as a result of problem root cause analysis.
- ✓ **Customer Satisfaction** : Customer complaints reduced in all countries to less than 10% of invoices.
- ✓ **Efficiency** : Tiered credit approval processes removed process bottlenecks reducing lead time for customers to receive bills by 30% thus improving company cash flow.
- ✓ **Transparency** : All processes baselined and documented with knowledge transfer process in place.
- ✓ **Measurability** : KPIs and SLA implemented allowing for process governance and continual improvement.