Improvement of Corporate Voice over Internet Protocol Service Sales-Delivery Process at the Case Company

Antti Alarinta

Supervisor: Professor Heikki Hämmäinen
Instructor: M.Sc. Tapio Suomi
Agenda

- Research problem
- Methodology
- Structure of the thesis
- Theoretical background
- Recognized problems
- Development ideas
- Results
Research problem

• How to improve the current VoIP sales-delivery process at the case firm?

  • What are the metrics that need to be measured and how to measure them in order to analyze the improvement of the sales-delivery process?

  • How does the current VoIP sales-delivery process function?

  • What are the problems of the current sales-delivery process?

  • How the current processes can be reorganized to improve the current VoIP sales-delivery process?
Methodology

- Qualitative analysis based on theoretical frameworks
- Observations of the current procedures and discussions
- Personnel and customer interviews
- Quantitative analysis based on gathered data
Structure of the thesis

- Introduction
- Theoretical Frameworks
- Case Product and Company
- Interviews
- Target Processes
- Development Ideas
- New Reorganized Processes
- Analysis of the New Processes
- Conclusions
Theoretical background

- Six Sigma process improvement
- ITILv2 process improvement model
- CMMI – Capability Maturity Model Integration
Six Sigma / DMAIC cycle
ITILv2 process improvement model

1. Where do we want to be?
2. Where are we now?
3. How do we get where we want to be?
4. How do we know we have arrived?

- Vision and business objectives
- Assessments
- Process improvement or re-engineering
- Metrics & Measurements
Recognized problems

• Inaccuracy of agreements from technical point of view

• Manual labor

• Lack of unified documentation schema

• Inaccuracy of measurement system
Development ideas

- Use of sale template
- Contract review of the production
- Utilization of IT in importing users to databases
- Project workplace template
- Dedicated VoIP specialists to start-ups
- Unified bookkeeping of man-hours with help of man-hour bookkeeping template
Results (1/2)

• Three new subprocesses were constructed:
  
  • Sales process

  • Delivery process

  • Branch switchover process

• Sales-delivery process = Sales process + Delivery process (+ Branch switchover process)
Results (2/2)

- Level 2 Managed
- Level 3 Defined
Results of the new branch switchover process (1/2)

Realized man-hours of old and new process

- Specification
- Project planning
- Incident monitoring
- Project meetings
- Project management
- Project reporting
- Implementation / Configuration
- Unplanned work
- Testing
- Work on Site
- Grand Total

Old
New
Results of the new branch switchover process (2/2)

Distribution of man-hours with old and new process

- Work on Site
- Testing
- Unplanned work
- Implementation / Configuration
- Project reporting
- Project management
- Project meetings
- Incident monitoring
- Project planning
- Specification

Old

New