

Swisscom

is a model company.



Swisscom (Schweiz) AG increases business agility with process monitoring via ARIS PPM, using the E2E Bridge® as a generic interface for real-time KPI extraction from custom backend app

ProCore: model execution leads to transparency & control

Swisscom (Schweiz) AG

The Swisscom Group is Switzerland's leading telecom company. Swisscom is represented nationwide, delivering all services and products for mobile, fixed and IP-based voice and data communications.

www.swisscom.com

« E2E has proven in an impressive way that ARIS PPM together with model based KPI extraction via the E2E Bridge® allows Swisscom to reach all its business objectives without compromise – and in record time! This is exactly the level of business agility we were looking for. »

Markus Witschi
Operations Manager
SME Business Unit
Swisscom (Schweiz) AG

Challenge

- Only rudimentary reporting capabilities
- Limited flexibility at the middleware layer
- Incomplete or missing interface documentation
- Manual testing of backend access functions

Solution

- ARIS PPM for process monitoring and control
- E2E Bridge® as generic real-time KPI extractor
- Direct UML® model execution – no coding
- Fully automated testing & quality control

Benefits

- Full process transparency for all stakeholders
- Rapid change management – fully documented
- Unprecedented interface stability & performance
- Substantially improved customer service quality

Results

- 5-fold reduction in order processing cycle time
- Change request done in 30 min – not 2-3 weeks
- Backend upgrade done in 16 h – not 3-4 months
- ROI of entire ProCore initiative in 9 month
- Interfaces = 160 executable UML® models

« A few days before going live, we had to upgrade our order management system. With a code-based approach, such a last minute change would have caused 3-4 months delay. With ARIS PPM and the E2E Bridge®, all necessary adaptations were completed in less than 16 hours, and we were able to go live as originally planned, together with the new backend system. »

Markus Witschi, Swisscom (Schweiz) AG



Simply integrated.

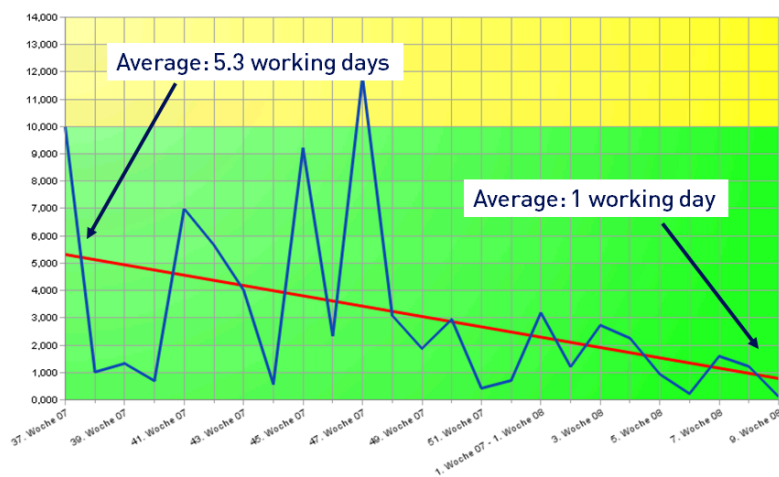
Challenge

For its SME business unit, which covers DSL, VPN and other products, Swisscom uses the custom-built eDASECO application, which was never integrated with the central data warehouse. As a result, only rudimentary reporting mechanisms were available, denying Swisscom employees to proactively address issues which affected service quality. To remedy the situation, ARIS PPM from IDS Scheer was installed as the monitoring solution. But the integration with the backend proved to be challenging: the traditional integration approach required middleware changes to be scheduled six months in advance. Apart from the implementation, most of the time was consumed by manual testing and writing up-to-date documentation. Each modification of the backend, changes to the process or any updates to the KPIs caused a considerable effort, consuming time and causing additional cost.

Solution

To accelerate the integration of ARIS PPM with eDASECO, Swisscom selected the E2E Bridge® for real-time KPI extraction. E2E's unique Direct Model Execution approach provided extraordinary flexibility and allowed for quick adaptation in response to rapidly changing backend interfaces. With the new solution based on the E2E Bridge® and ARIS PPM, routine modifications are usually completed within half an hour. All changes are now fully documented at all times, in form of standard UML® models, which are automatically tested and can be directly executed. The new system delivers accurate KPIs and graphical reports. Based on a sophisticated drill-down capability, KPIs can be verified effectively. Escalation procedures are triggered automatically if process steps are not performed within predetermined deadlines. The entire project initiative was completed from start to go live in 14 weeks.

Development of Order Cycle Time



Results & Benefits

- All interfaces are 100% documented as used in production, slashing maintenance cost
- Direct Model Execution provides flexibility to deal effectively with changing interfaces
- Total business agility was achieved in 16 weeks, full transparency for all stakeholders
- ROI on ProCore in less than 9 month, change management budget reduced by 90%
- Product trends are recognized early, allowing for timely countermeasures
- Process transparency leads to improved service quality for end customers