

Digital Transformation & Agile Coaching – Leading provider of telecommunications and mobile communications in Germany

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Why NTT DATA?

NTT DATA actively helps its customers improve adaptability and self-organization to increase customer focus, shorten time-to-market and improve employee satisfaction.

The key to this is a partnership-based implementation, comprehensive transformation consulting and agile coaching on the way to an agile organization across all hierarchies, where we work hands-on alongside you to implement the changes in your company sustainably and successfully.

About our Client

The German telecommunications provider with over 7250 employees (in Germany) is one of the leading integrated telecommunications providers in Germany.

The company has over 40 million mobile lines in Germany, of which +80 percent are its own customers.

With a comprehensive range of mobile and fixed-network services for consumers and business customers, as well as innovative digital solutions, the company is ideally positioned to benefit from data growth in the German market.

Business Challenge

- Development of a transformation idea for strategic target achievement with savings in the range of >500 million EUR within 4 years.
- Organizational change across all business units aligned with the eTOM E2E process model (industry standard model).
- Vision: Simpler. Faster. Better.
- Digital Customer Interaction Focus on developing unified and automated customer processes.
- Internal Digital Operating Model based on agile scaling principles under establishment of continuous iterative work results

Solution

- Development of the vision and implementation idea for the "Digital Transformation".
- Acceleration of the customer project to build the best possible "Customer Experience" for end customers.
- Management Consulting, Transformation Consulting and Change Mgmt. across all company and business areas. In the dimensions of strategy, governance, organization & people, processes, platforms & tools as well as performance management
- Consulting for the introduction, scaling and reinforcement of a "New Way of Working" (Agile Mindset, Lean Principles, Kanban, Sprints, ARTs, etc.)
- Analysis and redesign of relevant business processes
- Establishment of a consistent performance management

Outcomes

- Increase "Financial Benefits"
- Increase in customer satisfaction
- Expansion of automation
- Increase in customer "Self Service / Management" component
- Flatter hierarchies with end-2-end process owners and breaking down of silos
- Reduction of process cycle times
- Increased transparency through real-time monitoring and reporting