



Telecom Service Provider Operations

LTC International helps telecommunications service providers, operating companies and enterprise telecom departments launch, operate and grow their businesses. Our service provider clients operate in a variety of regulatory environments: full-service monopolies and PTOs; long distance service providers; incumbent and competitive local exchange carriers; and Internet service providers. We create real value by supplying teams of experienced *Business Operations Architects*[™] and designers who can reinforce your management team through crucial stages of development.

OPERATIONS ASSESSMENT AND PLANNING

Assessment

Are your customer operations and network operations – processes, people and systems – truly fit for purpose? Designed and managed to work together to deliver the ambitious market and financial results you're looking for? The LTC operations assessment team can pinpoint key areas for improvement...

- Are the customer and network operations business processes designed to deliver the results you're aiming for?
- Will the operations support systems really support the products and services?
- Have the systems been configured to meet operational requirements?
- Are the systems scaleable to deliver the target volumes?
- Does the company measure and manage operational performance effectively?
- Is customer service quality good enough to win and retain customers?

The operations assessment report provides insights and information to help your operations management team plan and implement improvements to reduce costs and deliver enhanced service levels to your customers. LTC can work with you through the planning and implementation phases too.

Planning

Your company's operations plan provides a framework for purposeful decision-making and is a key tool for coordinating management actions across the company. It is the vehicle that translates your vision and business objectives into detailed concrete actionable programs.

It is difficult for a busy management team to take the time out needed to focus on conducting the analysis and development needed to improve the way things are done.

A focused LTC planning team can work with your management team to accelerate this essential planning process so that effective action can follow quickly. We focus on identifying achievable improvement opportunities that take account of market and operational realities. Our structured approach ensures that your operations plan accurately captures your vision and drives the coordinated development of customer and network teams, business processes and operational support systems to create a successful operational environment.

OPERATIONS IMPROVEMENT

LTC provides teams of specialists to focus on delivering specific operational improvement.

An improvement project may be a pre-planned change building on an already sound way of working. Or it could be an urgent trouble-shooting project to fix something that is going



wrong. Either way, the LTC team will make sure that the real root causes of problems are fixed, will work closely with your operations teams to ensure that managers and operations staff *own* the new, improved way of working and are committed to its success.

We implement improvements in processes, systems and the capabilities of your people – sometimes all within one project.

Processes

Processes are not colorful charts that live untouched in binders. Companies have processes whether purposefully designed and implemented or invented on the run by the people who have to do the work every day. Well-designed and soundly implemented processes make the difference between a successful and profitable operation and an also-ran. Processes determine how effectively people work, the systems they need, and ultimately how well your company prospers in the market place.

LTC experts combine deep understanding of the practicalities of service provider customer and network operations with expertise in the techniques of process analysis and mapping, plus the experience to understand the impact of change in your organization, on your people and on your systems.

Systems

LTC experts have in-depth practical knowledge of the leading operations support systems in the marketplace. We understand each system's strengths and weaknesses, and how to make the best use of them in a real-world environment.

We understand systems from the users' perspective, and can help to ensure that business policies and practices are formulated to improve the usability of systems and the effectiveness of the people who use them.

We also understand the technical capabilities of systems in terms of transaction handling, response times, data standards and scalability.

The multidisciplinary nature of LTC's teams ensures that we are able to address opportunities creatively and pragmatically to help create an environment in which the infrastructure supports your business aims – and doesn't get in the way.

For more information about LTC's skills and experience in the area of operations support systems, see our separate brochure.

People

People are perhaps the most important ingredient in the operations environment - people who answer the phone, input customer data, make judgments on service issues, test circuits, drive trucks, work in customers' premises and much more.

Competent, well-trained people can work around the problems caused by inadequate or poorly configured systems. They can fill the gaps where processes are not defined and policy guidelines are unclear.

On the other hand people who have not been selected for the right skills and qualities, who have been inadequately trained, or who are not motivated to deliver great service to customers – these people can impact productivity, revenue and the bottom line even if your systems are the best in the business and your processes have been intelligently designed and are supported by the systems.

LTC teams are fully aware of the importance of getting the people component right. We can set recruitment standards, define jobs, provide evaluation and selection criteria, develop training programs. In some specialist areas we can deliver customized training sessions. In other areas we can assist in the selection of training companies.



The integrated view – of systems, processes and people together – enables LTC teams to help achieve significant improvements to customer operations and network operations.

OPERATIONS LAUNCH

LTC can help you launch a new product or service, a new business unit, or an entire operating company – fast and with precision.

Time-to-market is critical for new products and new businesses. LTC's experience is that the fastest easiest implementations start with a well-formulated plan. We can accelerate the critical planning phase by using our structured planning tools, checklists, and especially the knowledge of our experienced operations architects, designers and managers.

With the support of our team your organization can move quickly and confidently into implementation. We help manage the implementation program and provide specialist resources to reinforce your team at critical times to prevent delays to the program.

LTC's launch planning and implementation support embraces all critical components of the launch. We understand and address key

considerations across the company: marketing, product management, pricing, technology choices, systems configuration changes, network provisioning, customer operations and network operations.

We emphasize the importance of knowledge transfer and sustained improvement. When the LTC project team leaves, your team is prepared to handle the ongoing program of product launches and product enhancements.

PROGRAM MANAGEMENT

Companies that are growing or changing rapidly need to manage multiple interconnected projects often involving multiple departments and external vendors. Pulling this all together is a challenge.

LTC can help by providing experienced managers who direct and oversee the program, manage inter-project dependencies and help you create a single focused team working together to meet your business objectives.

We are experienced in managing technology rollout, operations improvement programs, systems development, systems integration, and organizational change.



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