

KPN Broadband Networks

High Speed order processing

The Dutch telecommunications specialist KPN Broadband Networks provides selected Internet providers with MxStream ADSL Internet connections. KPN receives more than 2,000 orders for this high-speed broadband Internet access per day. The Workflow4baan solution from PASS BPM Solutions Deutschland GmbH is used to process these orders rapidly and efficiently. This solution, based on COSA BPM software, is integrated into Baan's ERP software as process management module. It manages all business processes – from order receipt to completion – across all existing IT-applications, including the ERP system. Especially process exceptions can be processed in a standardized and event-triggered manner by means of COSA BPM. Today, KPN's more than 50 administrative employees receive all relevant information on time. The new system enabled KPN to reduce processing time by 50% whereas the amount of orders increased by more than 100%.

Transactions between different departments

Various participants are involved in the complex process between initial order receipt and final delivery. Processing orders involves numerous manual transactions between individual departments. KPN deploys Baan's ERP software as central registration and controlling system.



This is where all project data is generated. By introducing this software, KPN already reduced order processing cycles from 31 days down to 21 days. It was just the exceptional occurrences that caused considerable additional complexity and cost.

Standardized processing of exceptions

After receiving an order, the ERP software initiates all steps that are required for the establishment of an MxStream connection. This includes sending notifications to the companies that install the line at the customer's location. The majority of these orders is processed automatically. However, some 30% of the orders represent some type of exception, which then requires manual intervention.

Thanks to COSA BPM, KPN now has standardized processes for these exceptions as well. For this purpose, exceptions were defined and rules for their handling were determined. The user no longer needs to understand the entire process, but is guided through it step by step. Automatic task assignment ensures that the user immediately receives all relevant documents. Time-consuming searches in various ERP modules are no longer required. This was only possible because KPN uses our solution to plan capacities ahead of time. COSA BPM provides reliable statistics on benchmark data and improvements so that existing resources may be deployed at maximum efficiency.

Furthermore, KPN is able to draw upon its personnel very flexibly. This is noticeable particularly during peak times. As exceptions are now standardized and no longer require specialist know-how, KPN can resort to temps during peak hours.

High user acceptance

As tasks are assigned automatically and the system's use is very intuitive, the employees take to it very quickly. New capabilities are easily acquired and training requirements are minimal.

Rapid introduction of new products

KPN is quite excited about the COSA BPM solution. After finalizing the project, Rob Dekkers, KPN's Operations Manager for ADSL, states: "The new COSA BPM solution not only supports us in managing our product portfolio but also considerably reduces the time needed to introduce new products." An experience KPN already made when "ADSL light" was introduced.

Increasing efficiency by 100%

Individual knowledge could be transferred to the process management module. The result: the quality of order processing improved considerably while cycle times were reduced substantially. The introduction of an ERP system had already led to a substantial improvement. The use of COSA BPM has cut cycle times to 14 days – a reduction of more than 50%. This goal was achieved without recruiting new staff although the total order quantity increased from 135,000 applications in 2001 to more than 300,000 in 2002.

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