Business Process & Data Management
Process Management Competences

- Business Process Management (BPM)
- Business Activity Monitoring (BAM)
- Business Process Effectiveness
- Information Quality
- Process Governance
Process Competences: A Drill Down

- Telco Business Process deep Knowledge
- Architectural Governance in Telco IT ecosystem
- Real time monitoring and management
- BAM and BPM approach
- MDM

Key Facts
- History of technological competencies, project management practice and focused organisation building
- Execution of challenging initiatives with regard to business and technological requirements complexity and architectural design
- Governance of the solution analysis and governance of the deliverables, aimed to assure the better time-to-market

Key Evolutions
- Focus on effectiveness and quality of the process
- Governance:
  - Business Requirements
  - Innovative approach and solution

What is the BPM maturity of your organization?
Process Management

**Challenge**
- Governance and control of core Business service and processes (with BPM and BAM solution)
- Convergent Process Enablement
- Assure Information Quality
- Quality and Effectiveness of Business Processes.

**What’s new on the market?**

**Reply’s Approach**
- SOA Paradigm to adapt to each single and peculiar context
- Solution’s proposition which can address governance, cost reduction, low impact on legacy systems
- Maturity model adoption both on IT and Business Level
Challenge

- Process Management deals with continuity, performance and accuracy. Quality and effectiveness are the dark side of a process.
- Many stakeholders and enterprise sectors are impacted by business processes, both under operational and effectiveness point of view.
- Efficiency and effectiveness are the key points of success for a Process.

Reply’s Approach

- Analysis of the overall scenario highlighting business, cost, operations, effectiveness requirements for each process.
- Solution proposition based on the key vendor selection.
Data Management

Challenge

• Centralised Customer information management for the actual control of Customer experience and sentiment
• Centralised Product Information Management for convergent business offer to the customer
• Data Governance: Assurance and control of Data Quality

Reply’s Approach

• MDM approach as the solution for Customer and Product Data Management
• Vendor solution advisory and investigation for Enterprise Product Catalogue solution
• SOA paradigm technology integration
Process & Data Management in an Innovative Way

Business Analysis: Telco Business analysis under Revenue and Customer Impact, with an eye to the technology.

Process Effectiveness: Revenue Management and Customer Management are the heart of a big enterprise, whose processes must support and help in Revenue expansion, in cost control and customer satisfaction.

Data Management: Central Data Management throughout the processes and the support systems, allows an Enterprise to have full control of customer, product, offers and Revenue, without redundancy or loss of consistency.

Governance