IBM Client Reference

A communications service provider in Indonesia

Synopsis: *A communications service provider in Indonesia increases visibility, reduces costs and improves efficiency when it engages IBM Software Services for Rational to recreate its business processes using a suite of IBM Rational software*

Location: Indonesia

Industry: Telecommunications

Client Background:

This communications service provider (CSP) in Indonesia provides both a global and universal system for mobile communication services. It provides coverage in all of the country's provinces and regencies, reaching more than 95 percent of its population.

Business Need:

This communications service provider (CSP) in Indonesia suffered from many business challenges. To begin with, the company's management team had zero visibility into projects that were in process. Managers had no way of knowing if a project was running late or if a customer requested high-priority changes, and therefore could not help speed up the process or make adjustments as needed.

The company also lacked any uniform business policies or key performance indicators (KPIs) to apply to projects prior to funding and resourcing. This often led to projects losing money, becoming irrelevant or running counter to reference architectures, creating further impediments to business agility and flexibility.

Last, the company focused more on obtaining sophisticated tooling rather than cultivating a sophisticated software-development lifecycle process. Since many of the tools proved to be too complex for the majority of the staff, the company spent most of its time performing tasks manually. This resulted in time lost between milestones and money wasted on products that weren't being used.

The CSP needed a solution that could increase visibility into business processes and projects; create, manage and apply KPIs and business policies to projects; and lower the company's administrative costs.

Solution:
The CSP chose to work with IBM Software Services for Rational, which proposed an Integrated Product Delivery Framework that comprises the following IBM Rational products:
- IBM Rational Focal Point software for applying business policy to all projects and to properly resource projects
- IBM Rational Requirements Composer software to manage project requirements and to provide a document repository
- IBM Rational Method Composer software to design the process template and work-item templates to be applied to projects
- IBM Rational Team Concert Enterprise software to enable process management
- IBM Rational Insight software to enable management level visibility

The entire project is based on IBM Service Provider Delivery Environment (SPDE) framework. The IBM Software Services for Rational and the IBM Industry Tiger Team worked together on messaging, ROI justification and client relationship management.

Benefits of the Solution:
By working with IBM Software Services for Rational and implementing a suite of IBM Rational software, along with the IBM SPDE framework, this CSP gained seamless, efficient and automated software-development lifecycles. In addition, the CSP achieved:
- Smoother process, transparency, visibility and adherence to business policy and KPIs
- Reduced business risk with elimination of poorly planned projects
- Higher-quality products, resulting in minimized rework and lowered development costs
- Decreased time to market and overall costs