

**hp process
manager**



**One 2 One
case study**

award-winning
hp process manager,
the new name for
hp changengine



i n v e n t

“we achieved more with hp process manager in the space of two weeks than in the previous 12 months with two other competitor products”

Sarah Moffat
General Ledger Accountant
One 2 One

at a glance information

company: One 2 One

founded: September 1993

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the UK’s premier mobile phone operator

One 2 One, the UK national digital mobile phone company, is believed to be leading the way in service provisioning and customer satisfaction excellence. The company was the first GSM 1800 all digital network in the world. Currently, One 2 One has more capacity per customer than any other UK network, handling more than 200 million calls per week with a network that covers 98% of the UK population. One 2 One customers can use their phones abroad in 80 countries across 5 continents with access to over 160 networks.

The company has experienced rapid growth following increased demand for its products and services. For the IT department this has meant focussing on building the company’s core business systems. In parallel, the business process engineering team has been responsible for driving a company-wide initiative for internal efficiency. By focussing internally on streamlining and automating business processes, One 2 One knew that they could pass on these benefits to their customers.

The first step to internal efficiency was to make greater use of the company Intranet. By providing more web enabled services employees benefit from instant access to services from their desktop. This also reduces time wasted searching for forms. A web-enabled service is also easier to administer and keep up-to-date. One 2 One knew that they needed a sound business process management solution to automate their business processes and one that would seamlessly integrate their business systems.

Finding the right vendor who was able to offer the right solution and on time was painful and disappointing. Two vendors were brought in but failed to deliver any solution after many months of expensive consultancy. One 2 One then attended a HP Process Manager seminar and were so impressed at the speed at which manual processes could be automated and deployed that they decided to throw the challenge to Hewlett-Packard. The results were impressive. In just three days, two HP Process Manager consultants delivered a RAD (Rapid Application Development) in which a prototype solution was created.

“We achieved more with HP Process Manager in the space of the two weeks than in the previous 12 months with two other competitors’ products,” says Sarah Moffat, General Ledger Accountant, One 2 One.

One 2 One identified HP Process Manager as the most appropriate technology that would enable them to accomplish their company-wide objectives successfully.

complete process transformation

HP Process Manager was used to automate three distinct business processes that are being used by over 2600 users: Expense Claims, New LAN Account Provisioning and Police Liaison. The aim of automating these processes is to improve internal efficiency and improve services offered to both employees and the police.

The first process to be automated was the Expense Claims process – a manual paper-based process. This process involved employees completing a travel and expense form, and then getting sign-off approval from their line manager before the expenses would be reimbursed to the employee. The process was often slow with forms sometimes being misplaced and getting lost.

The fully automated solution using HP Process Manager now means that all forms are web enabled. Employees simply select a new form via a web browser. The form is pre-populated with their employee details taken from an existing personnel database. Expense codes are presented in drop-down picklists, and any number of expense line items can be added, modified or deleted. By having drop-down picklists, the onus is removed from the employee to remember financial details such as account codes and cost center location numbers. This in turn has reduced the number of errors due to incorrect data entry. Employees can also enter car mileage claim details, and record company car mileage. HP Process Manager manages the approval process and presents authorization requests to line managers, financial managers and the finance department for checking and consolidation. At the end of the process, the payment details are presented to the General Ledger system for payment.

By removing all paper involved in the process and the ability of employees to graphically track the status of any expense claim has meant a huge reduction in the administrative load for the financial department. This coupled with an easy to use solution requiring minimal user training has meant that One 2 One can now process over 1000 expense claims per month more efficiently.

assisting the police now takes minutes and not weeks

One 2 One like all mobile phone operators have a duty to work with the police to assist them in tracking the fraudulent use of mobile phones. The old manual, paper driven process, used to take four weeks and involved the police faxing through a request for mobile phone billing information. The new automated process now allows the police to access this information in minutes. The police dial into the One 2 One network via a dial in connection called RAS (Remote Access Service). They have a special password that allows them access and they have the ability to dial in 24 hours a day. The police 'deposit' a request for information. This initiates a HP Process Manager process that performs a 'look up' of the mobile phone database for the information requested. The HP Process Manager process takes two minutes to find the information and deposit it back to the police. The police then dial in when convenient to pick up this 'deposited' information. This is being tested with two police forces and plans are underway to roll out nationwide.

The number of requests from the police doubles every year and One 2 One currently process 6000 requests from the police per month. HP Process Manager provides a highly scalable and flexible solution to allow fast processing of these requests. HP Process Manager tracks all processes as they run and measures process performance over time. This information is critical in identifying bottlenecks and ensuring that service levels are maintained.

£200,000 cost savings per year from the automation of just one process using hp process manager

The third process to be automated is the 'new LAN account provisioning process'. This is the process that involves setting up new employees with access to the network and email. This was another example of a heavily paper-driven and administrative process. Before the process was automated, when a new employee joined the organization, 30 departments had to be notified to add that employee onto their records and systems. One 2 One estimated that if they could automate just this one process, the cost savings would equate to £200,000 (approximately \$300,000) per year. Most of these savings have come from reducing the heavy burden of administration required to update various systems. In addition to this, by freeing up the time in updating these systems, One 2 One employee's can now be redirected to more revenue generating activities. The beauty of the solution is that it has been fully integrated with One 2 One's financial and personnel systems – there was no disruption to any of these systems when the solution was being implemented.

hp process manager is the 'best in breed' solution

One 2 One chose HP Process Manager because of its ability to integrate seamlessly with existing business systems and the speed with which solutions could be built and subsequently rolled-out to end users.

"We take a 'best-of-breed' approach to software. HP Process Manager is part of this strategy and our chosen solution for business process automation," says Andrew Ainsworth, the manager responsible for internal efficiency and business process re-engineering at One 2 One. **"HP Process Manager has enabled us to develop and deploy solutions quickly using our Intranet as well as providing the flexibility to change business processes easily, as and when necessary."**

challenges

- To reduce estimated costs of £200,000 (approximately \$300,000) per year in setting up new employees on the LAN (Local Area Network). The process was time consuming and involved 30 departments
- To improve the service offered to the Police in accessing mobile phone billing information. It took four weeks to provide the required information to the Police
- To improve and streamline the Travel and Expenses process to reduce the burden on the Finance Department and to speed up the payment of expenses to employees
- To offer improved services to employees via the Intranet with minimal user training

solutions

- HP Process Manager process automation solution delivered by a team of HP Process Manager consultants. Process implementations for three distinct processes: travel and expenses, new LAN account provisioning and Police liaison.

business benefits experienced by One 2 One

One 2 One has been delighted by the success of business process re-engineering using HP Process Manager. The Company has already experienced the following business benefits:

- The new fully automated LAN account provisioning process ensures that new employees are brought onto the network faster. This has resulted in cost savings of £200,000 (approximately \$300,000)
- The ability to graphically track the status of expense claims at any stage has resulted in faster processing and reimbursement of over 1000 expense claims per month
- The automated Police Liaison process has reduced the time it takes the police to access mobile phone billing information from four weeks to just minutes. One 2 One receives 6000 requests per month from the police and HP Process Manager provides a highly scalable solution to cope with this demand
- Faster deployment of processes to meet company-wide business objectives. For example, improvements to the new Invoice Approvals process has meant the ability to meet contractual obligations to pay suppliers on time. The ability to process invoices consistently within a given time period has allowed the company to negotiate better terms for prompt payment of invoices
- The ability to change processes easily and quickly as the business requirements of One 2 One change

end-to-end seamless integration with no disruption to existing business systems

HP Process Manager provides seamless, end-to-end integration with One 2 One's existing applications and data. Actions and any associated data are delivered to the right user, at the right time using either web browser or email. The Expense Claims process has integrated three disparate systems – employee details are extracted from an Oracle database, expense code data taken from an financial management package built in-house and the accounts system which runs on an AS400 platform.

Once automated, business processes can be adapted with HP Process Manager completely transparently with no disruption to users. For example, at One 2 One changes to sign-off authority within the Invoice Approvals process, can be rolled-out throughout the company by making one simple alteration to the business rules that define the process.

One 2 One has found that HP Process Manager allows them the flexibility to implement changes to their processes quickly, enabling them to react dynamically to changes in the business environment and to deliver information to their users on time. Plans are underway to extend process automation using HP Process Manager to other areas of the business.

"The goal for this year is to understand the product to a high level so that we have an in-depth appreciation of where and how HP Process Manager can be used," says Ainsworth.

In the future HP Process Manager will be used to automate highly complex telecommunications service provisioning processes such as Mobile Number Portability, and business processes which link One 2 One's trading partners.

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results

- Cost savings of £200,000 (approximately \$300,000) per year from the automation of the New LAN account provisioning process.
- Faster response time to the Police request for mobile phone billing information. One 2 One can now respond to a request within minutes.
- Faster processing of employee expense claims with a reduced workload for the finance department.
- Company-wide deployment of three key business process to 2600 employees via the Intranet with minimal training requirements

technology overview

- Hewlett-Packard Netservers
- Central Changengine server
- Multiple satellite worklist servers (separation by geography)
- IIS4 web server
- General ledger running on AS/400
- Personnel systems (Oracle snapshot replication)
- Financial authority system (Oracle remote access)