



BT Syncordia



See also, the related [press release](#) and [Q&A session](#)

BT Syncordia Solutions is BT Ignite's e-business and communications solutions group and a leading supplier of outsourced, managed, eCRM and e-business solutions to the global marketplace with revenues of over \$1.5bn. The group creates, implements and manages tailored communication networks to customers. Their primary focus is retail and financial markets where it already manages and supports the infrastructure of 18 out of the top 20 financial institutions in the UK. It has more than 27,000 customers ranging from mid-sized companies to multi-national organizations in 92 countries across the globe.



Syncordia Solutions wanted to add value to the services they offer to its customers and realised that this required the re-engineering of its service delivery strategy to fit more in line with the service delivery criteria of their customers. A process-driven approach to service delivery was needed to provide end-to-end control of all network order and change requests initiated by customers. A process technology was needed to allow the fast creation of processes but also provide the flexibility to make changes as and when dictated by the customer.

Syncordia Solutions selected HP Process Manager after evaluating various market leading workflow and process automation products. HP Process Manager was selected after a three day Rapid Application Development session where a prototype of one of the key processes was created. The first solution implemented was for one of the UK's leading financial institutions to manage change requests to its network. HP Process Manager controls the entire process from the moment a change to the network is requested by the customer via a webform. This request then gets passed to the Syncordia Solutions team to be actioned. Using HP Process Manager, as a component part of the overall Syncordia Solutions transform strategy; they are looking to achieve a radical improvement in service delivery timescales for their customers.

"BT Syncordia Solutions has embarked on a systems and business transformation strategy to retain our market leadership in the global solutions market place. Our overall goal is to highly automate our end -to -end processes with an objective to reduce overall cost of failure by eliminating the inefficiency of current processes. We have chosen HP Process Manager, as one of many best -of- breed component solutions to enable us to deliver our strategy. HP Process Manager has empowered our organization with the business agility needed to be a market leader. We are a global organization with visibility in 92 countries across the world, so it was critical that we partnered with an organization that could support us globally. We also wanted to work with an organization that shared our passion in developing world-class solutions. HP has met our needs in this respect."



Steve Malde,
CIO and Vice President of Information
Systems,
BT Syncordia Solutions