

**LEADING OPTICAL FIBER DEVELOPMENT COMPANY GROWING IN THE UK AND EUROPEAN MARKETS****KEY HIGHLIGHTS**

Industry -
Telecommunications

Project Duration -
Two Months

**SCOPE OF WORK**

- Design & Deployment
- Project Management Office
- Sales and Commercials
- Finance
- Supply Chain

**SERVICE OFFERING**

Development of a Deployment Tool Kit that will assist in the execution of operations with relative ease and efficiency

CHALLENGES / REQUIREMENT

- Define standard operating procedures for core and support functions
- Highlight the nature and extent of involvement of resources from the India entity
- The need for more accurate reporting across multiple levels of management
- Define the key metrics for MIS dashboard

OUR SOLUTION OFFERING

- Developed the structure of the SOP's through the breakdown of the process into sub processes and key workflows
- Defined the new workflows for core and support operations instituting control measures along the value chain
- Roles and responsibility allocation for all team members with emphasis on external stakeholder involvement
- Highlighted points of information capture that are required in existing as well as potential systems to garner efficiency
- Developed supporting guidelines and formats in addition to workflows
- Developed a baseline for organization restructuring and the MIS framework across departments

IMPACT

- Enable the teams to leverage on a process dependent framework that is aligned with industry best practices
- Effectively integrate the existing and upcoming technology infrastructure
- Build a strong vendor management system which is crucial to the business operations
- Highlight the nature and extent of involvement with the India entity
- Build a knowledge repository for future reference