# Improvement of Corporate Voice over Internet Protocol Service Sales-Delivery Process at the Case Company

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# Agenda

- Research problem

- Methodology

- Structure of the thesis

- Theoretical background

- Recognized problems

- Development ideas

- Results

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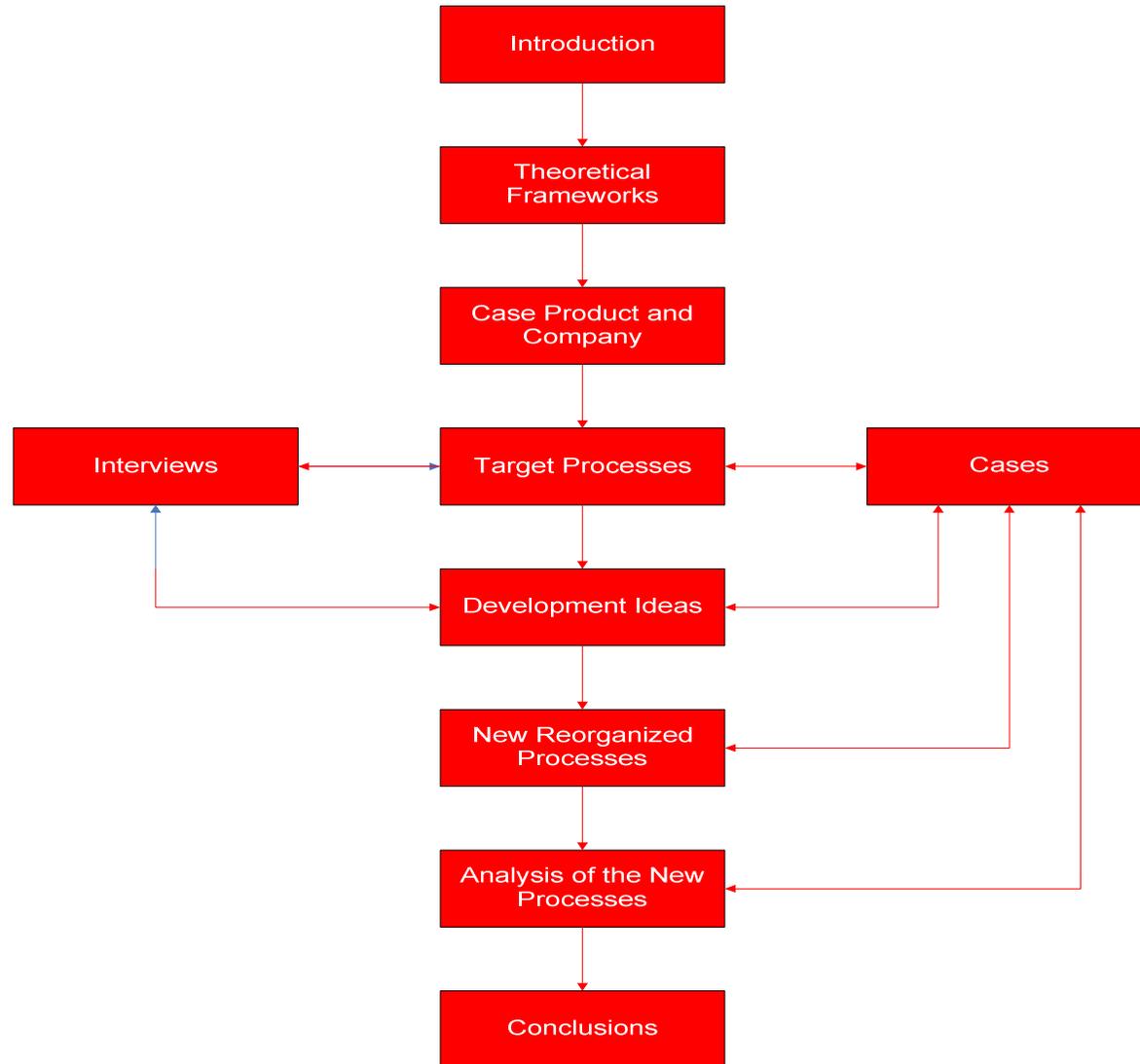
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# Research problem

- How to improve the current VoIP sales-delivery process at the case firm?

  - What are the metrics that need to be measured and how to measure them in order to analyze the improvement of the sales-delivery process?

  - How does the current VoIP sales-delivery process function?

  - What are the problems of the current sales-delivery process?

  - How the current processes can be reorganized to improve the current VoIP sales-delivery process?

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# Methodology

- Qualitative analysis based on theoretical frameworks

- Observations of the current procedures and discussions

- Personnel and customer interviews

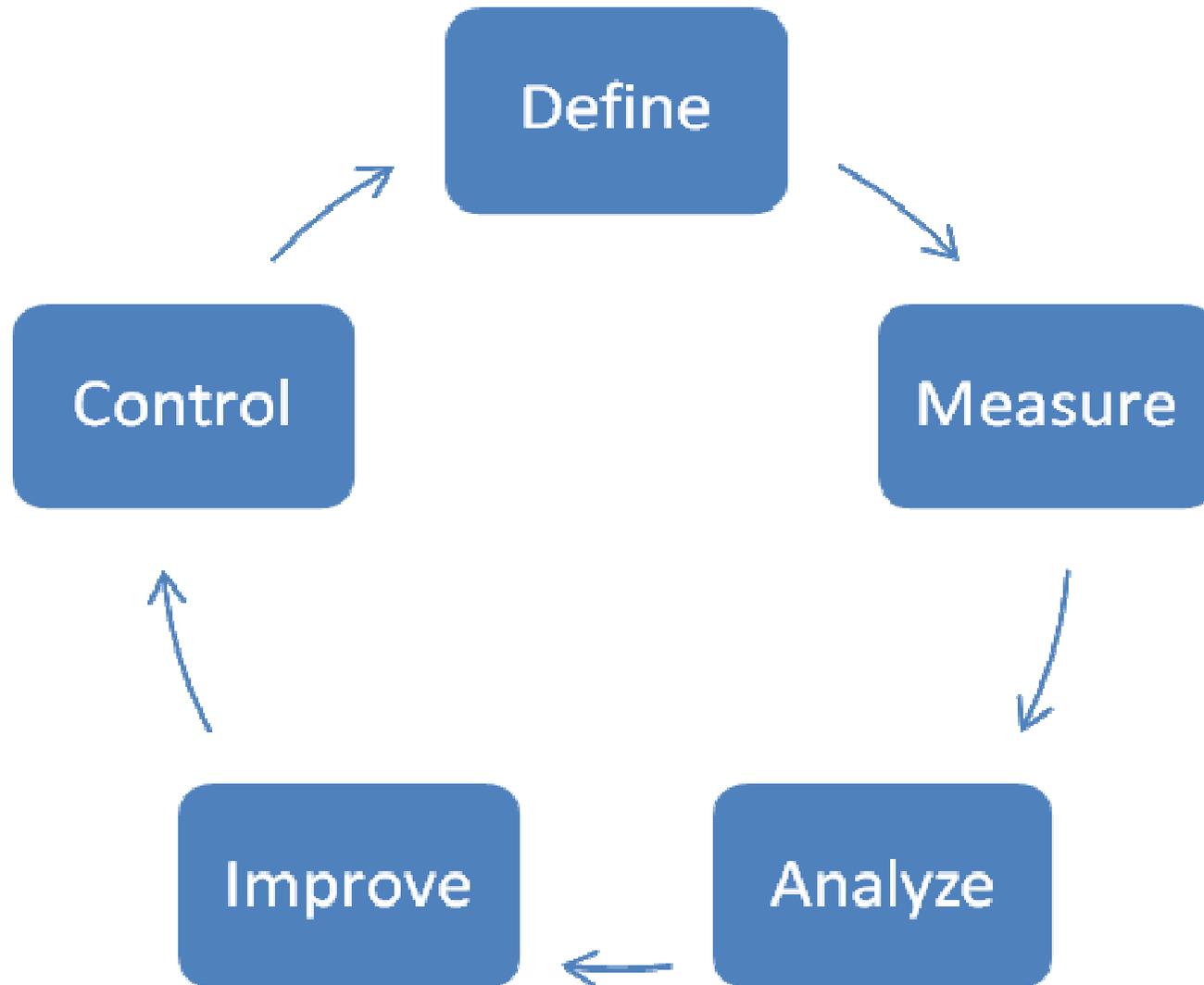- Quantitative analysis based on gathered data

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# Structure of the thesis

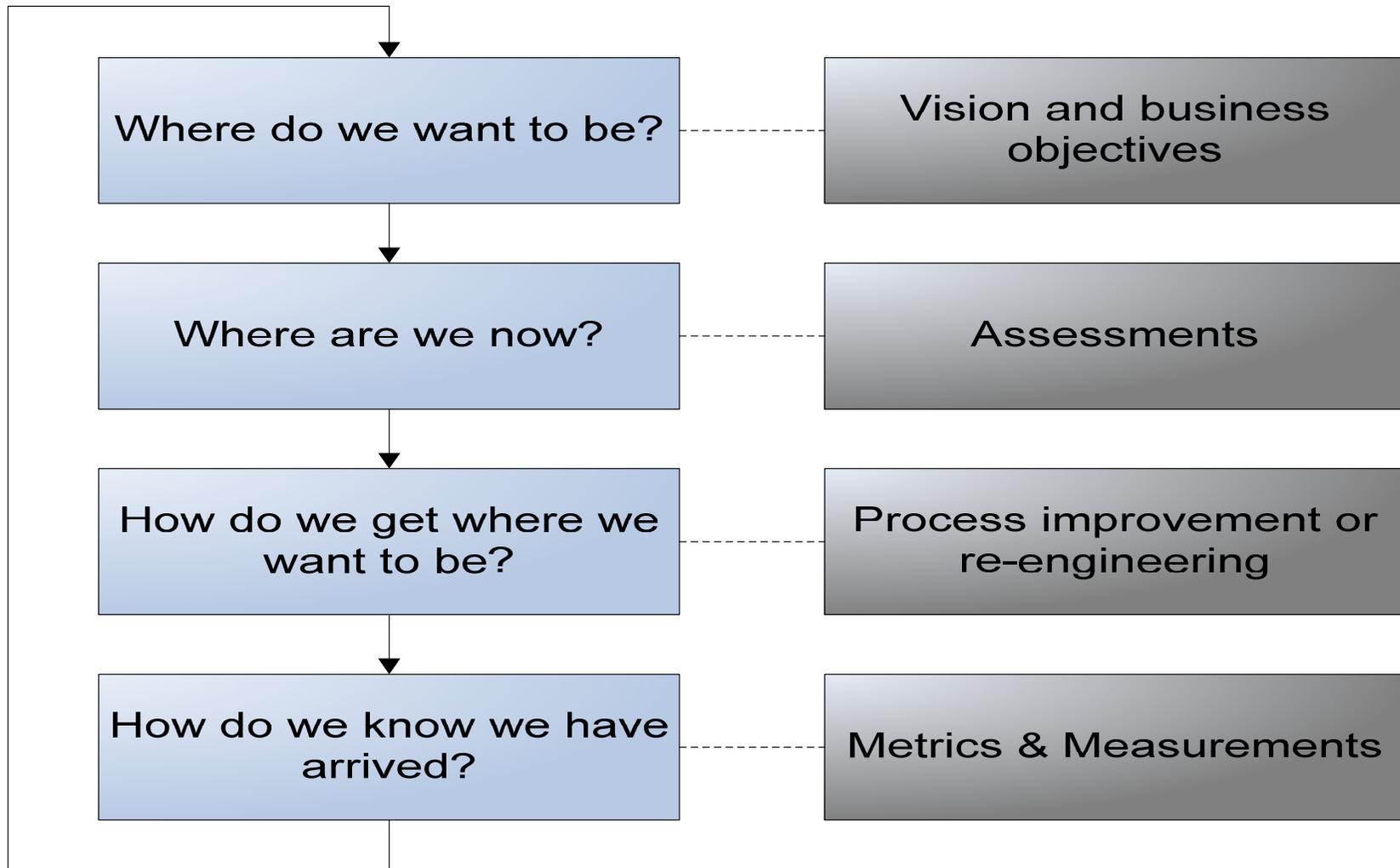© Fujitsu Services 2008          Master's Thesis Seminar          Antti Alarinta          4/24/2008

# Theoretical background

- Six Sigma process improvement

- ITILv2 process improvement model

- CMMI – Capability Maturity Model Integration

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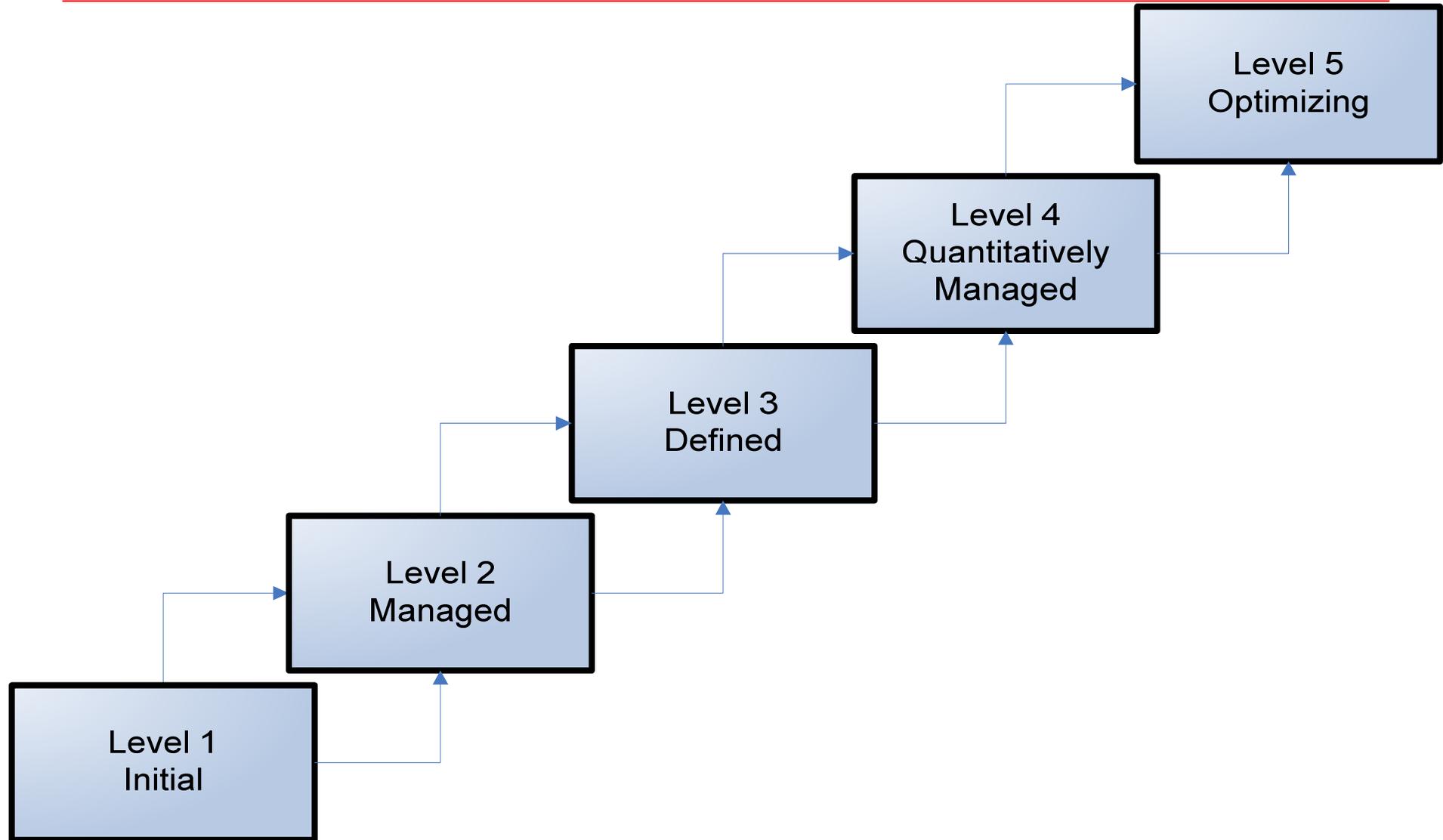# Six Sigma / DMAIC cycle

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# ITILv2 process improvement model



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# CMMI – Capability Maturity Model Integration



Level 5
Optimizing

Level 4
Quantitatively
Managed

Level 3
Defined

Level 2
Managed

Level 1
Initial

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# Recognized problems

- Inaccuracy of agreements from technical point of view

- Manual labor

- Lack of unified documentation schema
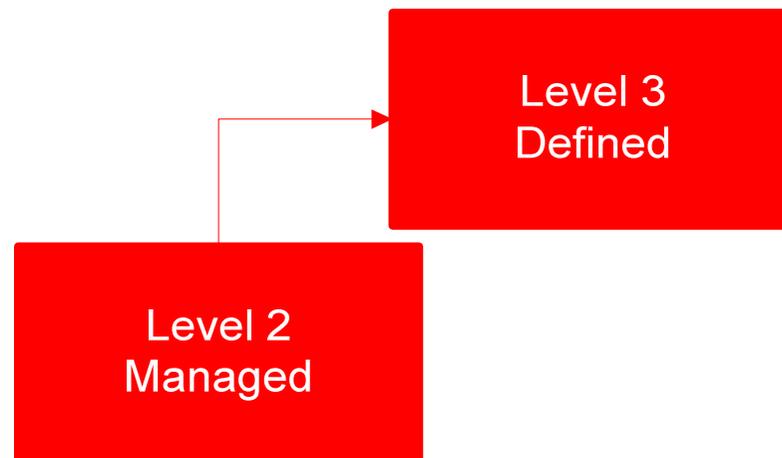
- Inaccuracy of measurement system

# Development ideas

- Use of sale template

- Contract review of the production

- Utilization of IT in importing users to databases

- Project work place template

- Dedicated VoIP specialists to start-ups

- Unified bookkeeping of man-hours with help of man-hour bookkeeping template

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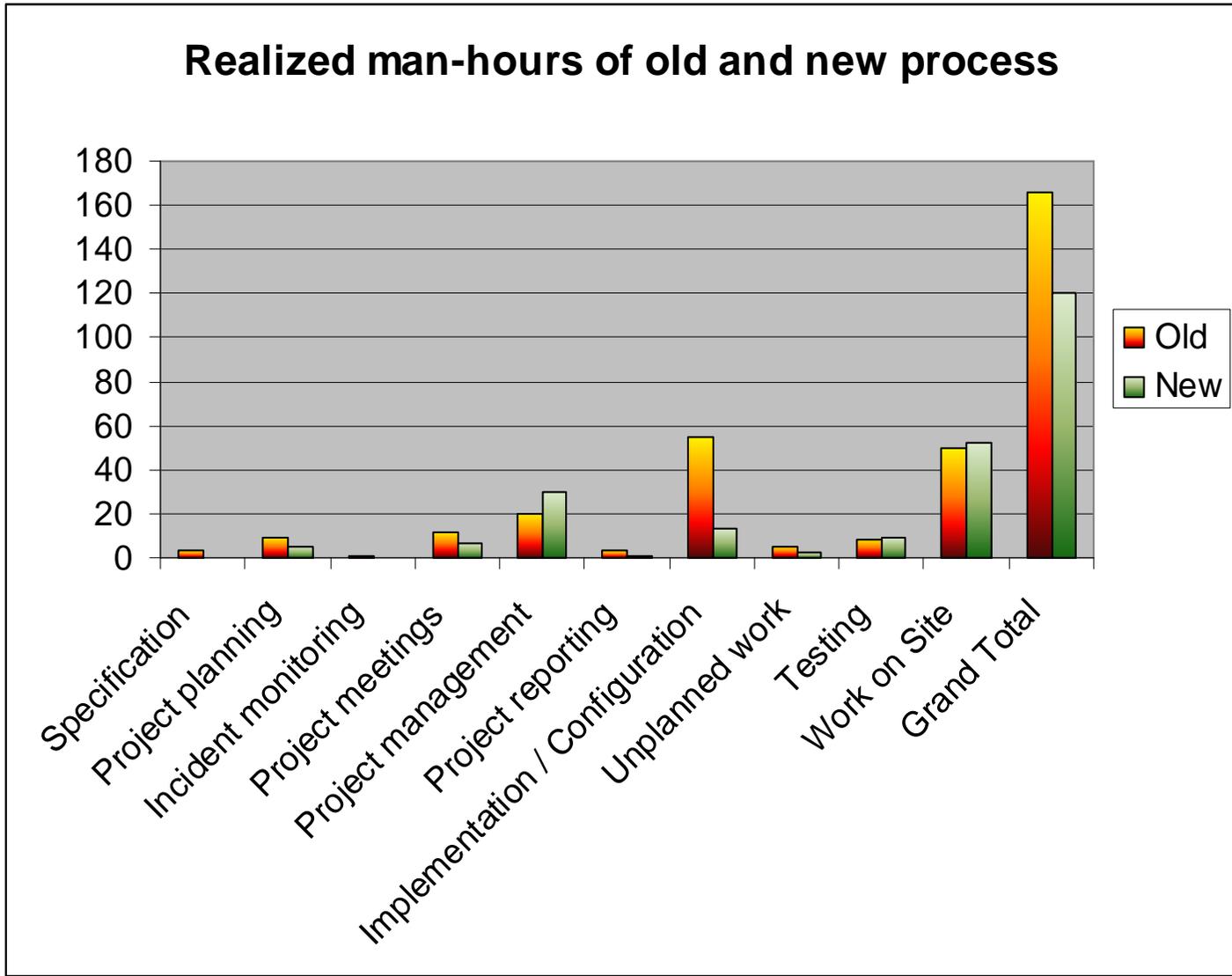
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# Results (1/2)

- Three new subprocesses were constructed:

  - Sales process

  - Delivery process

  - Branch switchover process

- Sales-delivery process = Sales process + Delivery process (+ Branch switchover process)

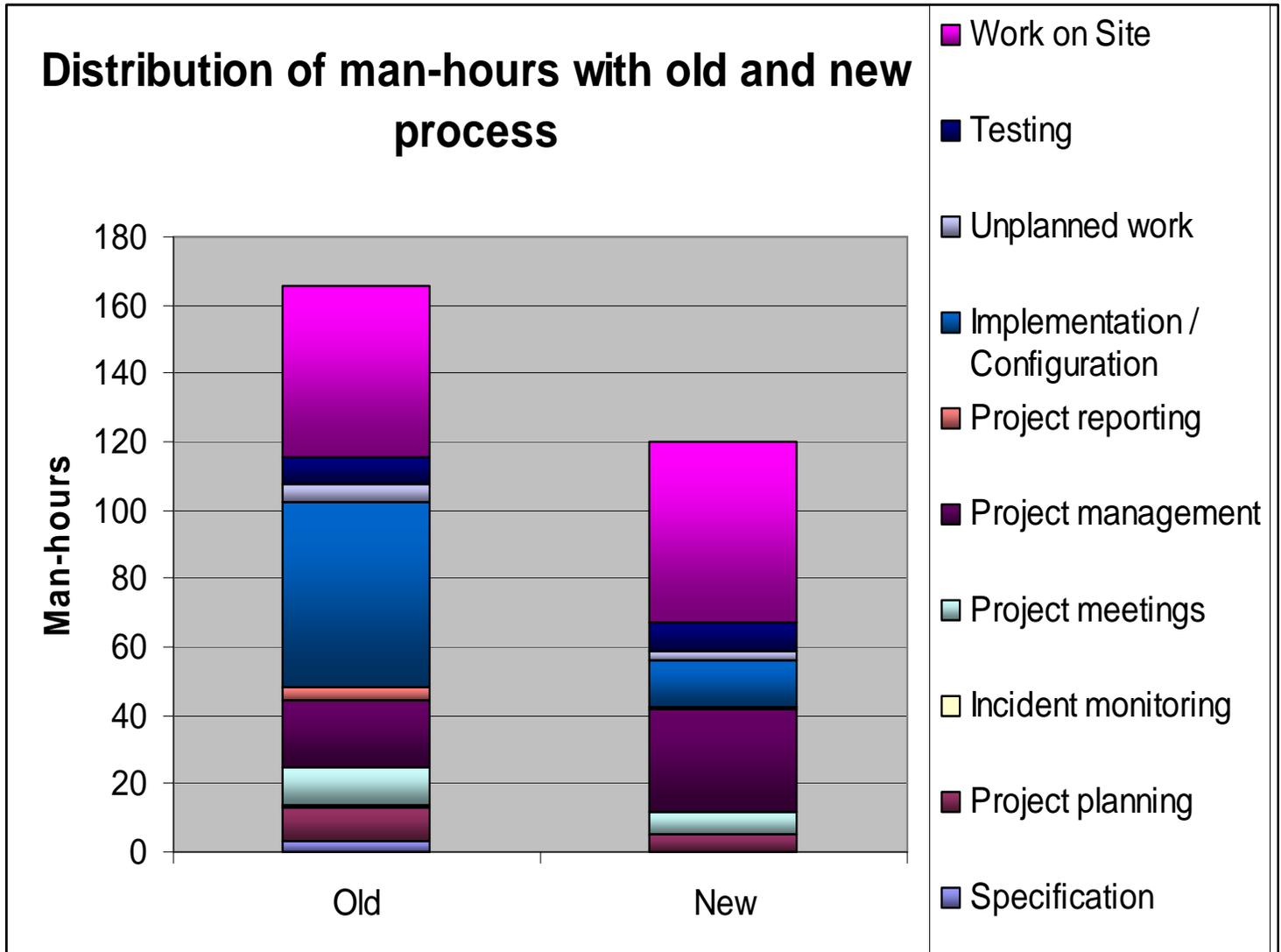© Fujitsu Services 2008          Master's Thesis Seminar          Antti Alarinta          4/24/2008

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# Results (2/2)

Level 3
Defined

Level 2
Managed

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# Results of the new branch switchover process (1/2)



**Realized man-hours of old and new process**

Categories: Specification, Project planning, Incident monitoring, Project meetings, Project management, Project reporting, Implementation / Configuration, Unplanned work, Testing, Work on Site, Grand Total

Legend: Old, New

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# Results of the new branch switchover process (2/2)



Distribution of man-hours with old and new process

Legend:
- Work on Site
- Testing
- Unplanned work
- Implementation / Configuration
- Project reporting
- Project management
- Project meetings
- Incident monitoring
- Project planning
- Specification

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