



TetraNed and UMS linking connected interests.

Building mutual trust & understanding within a customer – supplier relationship by use of KT problem solving methodology

SCORECARD

- 7% reduction in time spent on data entry (problem analysis)
- Optimized client interaction (less follow up calls to ask for further clarification)
- 25% time reduction to close incidents
- 20% time reduction to propose a solution
- Increased cooperation, mutual trust and understanding

INTRODUCTION: UMS is tasked by the Minister of the Interior and Kingdom Relations (The Netherlands) with the management of the C2000 network. The C2000 Radio Communication network is provided to the public order and safety sector. UMS contributes to maintaining public order and safety by supplying reliable mobile telecommunication services to organizations active in the public order and safety sector. This is achieved through continuous optimizing and efficient management of the quality of the C2000 network.

TetraNed (TN) is a System Integrator which manages total solutions in mission critical environments. When it comes to building and maintaining mission critical communication systems, TetraNed is the connecting link with over 10 years of experience in managing the C2000 network, the Dutch Public Order and Safety network. The Maintenance & Services department provides a 24* 7 corrective and preventive maintenance service.

CHALLENGE: The improvement of the end-to-end process for Incident and Problem management was highlighted as the main objective. When every second counts (especially in case of Public order and safety matters), it is clear that the key driver for success for both organizations would be to reduce the time to close incidents and problems. Another challenge was to incorporate and implement the KT methodology simultaneously in both organizations.

While the technical skills for staff within both organizations were high, and ITIL Service Management methods were in place, Tetraned (knowing KT from their supplier Motorola) and UMS engaged KT to improve their troubleshooting performance. By reducing the efforts spent on incidents and problems, time would be available for projects and innovations. Besides efficiency (cost effective) it was imperative to improve the speed of resolution (effectiveness of people, process and both organizations) as well. Of course collaboration improvement between the two organizations would also be an indicator for success. The several hundred pages thick SLA was regularly the cause for finger pointing and discussions around responsibilities.

SOLUTION: The solution which KT should offer needed to focus on “Learn by doing”, “Just do it” and “KT should become part of the complete chain of the processes”. Both organizations recognized that training was not enough and a change of culture was required. Together with KT a KT ResolveSM program was developed to improve problem-solving capabilities through capability development, coaching, process improvement and human performance support.

The result of the management workshop, problem solving workshops, awareness sessions coaching workshops and road shows was that over 100 engineers were trained in the KT processes for issue resolution, 21 coaches/facilitators were ready to support, management was committed to support the project and people in the field knew that KT was THE method to use. Furthermore, the KT processes have been integrated into the business tools (incident and problem module and service management system). Triggers for use, customized worksheets, ground rules for escalation, a war room and personal KT tools were installed to support the new way of working as much as possible. To sustain performance, both companies installed monthly meetings of KT Coaches within their own company and quarterly meetings for the KT coaches cross the company. Budget was made available to train any new employees in the KT problem solving methodologies. An individual reward system was set up to celebrate those employees who are frequently using the KT methods.

RESULTS: Bringing KT processes into place at the very front end of the service management process, the quality of information improved and pushed its way forward through the organization(s). It resulted in

- 25% reduction of the time spent to close incidents (from average 5 hours to less than 4 hours) (TN)
- Improvement of hand over of issues, especially escalations, by a better mutual understanding due to use of a common trouble shooting language (UMS/TN)
- A reduction of 20% of time spent to propose a solution (a important ITIL KPI). (TN)
- 7% reduction of time spent on problem analysis (UMS)

Today, both organizations are still committed to keep on going the KT Resolve journey, as they feel they just have started. Management is convinced of the added value of KT problem solving process and is continuing the effort to train people.

Tetraned and UMS have been awarded in the KT Process Achievement Award 2008 edition: Grand Winner for Organizational Use of Process.

The logo consists of the letters 'KT' in a bold, white, sans-serif font, centered within a solid black square.