# Capgemini

# Streamline network fulfillment with better workflow and automation

Workflow management for network fulfillment drives more efficiency within engineering and construction for broadband

Broadband Forum estimates that global fixed-broadband subscriptions will continue to grow rapidly, hitting 1.2 billion by 2025. That is double-digit growth, driven by new technologies, even with the attention currently paid to mobile broadband.

Fiber is winning the speed race, with impressive growth records in North America. It is expected the deployment of 5G-enabled fixed-mobile broadband will spur faster speeds and bring down the cost of last-mile deployment.

Consumer demand is driving heavy network investments to leverage new technologies and forcing operators to optimize engineering and construction support systems. From upgrading existing systems to installing a network in new subdivisions, operators need a complete view of their engineering and construction (E&C) processes so they can deliver services on time, for the best cost.

## Managing engineering and construction

A significant investment in upgrading networks provides an opportunity to modernize systems operations, as well as improve productivity, data integrity, and end-to-end visibility across the entire ecosystem. It means reduced operational costs and better forecasting to be more competitive.

Capgemini has created workflow management for network fulfillment using business process management to give network operators the tools they need to meet growing demand and be more efficient with E&C requests.

The approach delivers:

- Single platform across all markets to support standardized business processes
- Ability to support complex workflows and manage dependencies and handoffs between multiple departments and employees
- Global capabilities that allow users to react and modify the workflow at run-time, based on conditions in the field
- Integration with finance and supply chain
- Digitized Bill of Materials (BOM) to integrate with other areas of the business
- Financial tracking reports that allow leaders to view comparisons between estimate, budget, and actual costs
- Visibility to managers and users of upcoming work so they can plan and forecast skills and resources appropriately
- AI analysis of project schedules, resource allocation, and inventory in order to evaluate project risk and generate alerts in the system.
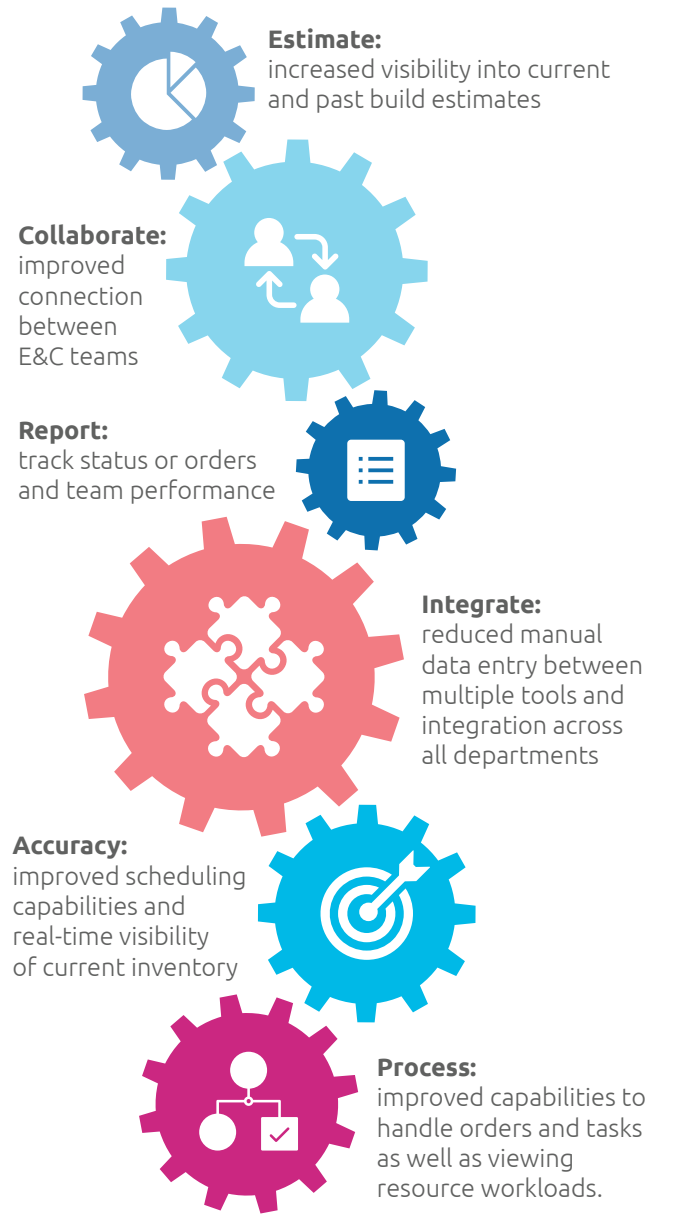
The workflow management for network fulfillment creates one common platform that is simple and intuitive for users. It is a fully integrated system that eliminates swivel-chair function

between departments, delivering the information needed to make better data-driven decisions.

## Streamline all stages of E&C

Network operators need to be ready for the growth in fixed broadband, and maximize their resources. It is time to examine existing processes and determine if they are hindering growth. Inflexible workflows could limit opportunities.

Capgemini's workflow solution can help you:

**Estimate:** increased visibility into current and past build estimates

**Collaborate:** improved connection between E&C teams

**Report:** track status or orders and team performance

**Integrate:** reduced manual data entry between multiple tools and integration across all departments

**Accuracy:** improved scheduling capabilities and real-time visibility of current inventory

**Process:** improved capabilities to handle orders and tasks as well as viewing resource workloads.

The solution provides the infrastructure to tackle workflow problems and delivers a system that provides a platform for growth.

A network operator had nine legacy applications across multiple markets. Each one had a market administrator, resulting in different tool capabilities in each region. That meant each market had a specific and different business process for E&C requests. The operator decided it was time to unify the applications and bridge the divide.

Capgemini facilitated a standardization of business processes for E&C across the markets, and collaborated with the client to establish a program that brought engineering, construction, finance, supply chain, and service assurance together. These five pillars of fulfillment established common objectives and priorities that all markets supported.

The result was one application for all E&C fulfillment activity, with all users accessing a single system for customer orders.

Streamlining E&C has already delivered multiple benefits to the client:

- Employees have easy visibility to not only assigned tasks but all the tasks for their team
- Reduced time required to create projects
- Improved data integrity in the financial system
- Digitized engineering BOM with integrations to financials and supply chain
- Reduced amount of time it takes to input contract labor and materials
- Ability to bulk upload node-split PMs (up to 400)
- Automated budget spreading across GL periods to enable financial system with forecasting and accruals
- Multi-contractor support for construction projects means planners can engage up to five contractors for the build
- Increased working capital.

## About
## Capgemini

A global leader in consulting, technology services and digital transformation, Capgemini is at the forefront of innovation to address the entire breadth of clients' opportunities in the evolving world of cloud, digital and platforms. Building on its strong 50-year heritage and deep industry-specific expertise, Capgemini enables organizations to realize their business ambitions through an array of services from strategy to operations. Capgemini is driven by the conviction that the business value of technology comes from and through people. It is a multicultural company of over 200,000 team members in more than 40 countries. The Group reported 2018 global revenues of EUR 13.2 billion (about $15.6 billion USD at 2018 average rate).

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## www.capgemini.com

## For more details contact:

**Arun Santhanam**
Vice President, Technology, Media, Telecommunications
*arun.santhanam@capgemini.com*

**Anjay Yedavalli**
Principal, Technology, Media, Telecommunications
*anjay.yedavalli@capgemini.com*

**Amar Phadnis**
Manager, Technology, Media, Telecommunications
*amar.phadnis@capgemini.com*

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