GVTC Communications Gains New Competitive Edge Using AgilePoint Process-Centric Applications

GVTC COMMUNICATIONS®

Industry: Communications / Focus: Business Transformation

GVTC is a full-service communications provider offering high-speed Internet, digital cable TV, phone, and smart home security monitoring to more than 40,000 customers in areas north of San Antonio and South Central Texas. GVTC has been named a Top 100 Broadband Provider by Broadband Communities Magazine for consecutive years. When GVTC was launching a brand new line of business ethernet solutions targeting enterprise customers, GVTC selected AgilePoint as the foundational technology to transform their business by empowering business analysts to rapidly create process-centric applications.

Challenge & Objective

GVTC built new, next generation fiber transmission technologies that created customer technical requirements which were not supported by their existing legacy order processing systems. The existing systems utilized multiple documents and file resources that created task duplication, errors, and service status "black holes." Data was shared between departments by individuals using Excel spreadsheets rather than a system of record. Their move from manually managed processes to AgilePoint automated process applications and created a seamless order fulfillment process. The application provided management of critical service level agreements and the elimination of financial penalties under new carrier contracts.

Business Transformation Goal

GVTC wanted to create an efficient end-to-end enterprise process flow from order through delivery to avoid delay or penalties for non-performance and non-compliance, and to improve collaboration and process visibility for all stakeholders throughout the entire order fulfillment process. They also wanted to accommodate existing and new sales and contracting requirements as well as maintenance and support activities including scheduled maintenance and trouble tickets.

> "We are competing against very big competitors with deeper pockets than us so we have to have better processes to be more effective - more efficient to compete. We had a brand new line of business that was starting to ramp up and we needed help. We are using AgilePoint to improve process efficiency and reduce costs. "

Marc Miller
Director, Strategic Planning and Business Integration

> "AgilePoint is going to support us long-term in our strategic IT buildout. It is a perfect fit for us."

Thomas Hearn
Manager, Business Process, Business Operations & Billing

agilepoint

Implementation Approach

GVTC chose to replace their Master ASR Excel spreadsheets and shared drive updates with AgilePoint to create an optimal, order workflow. The workflow ensured task completion in the most efficient way possible while allowing PC and mobile access to process information by all stakeholders from inside and outside the network. To facilitate this, GVTC used AgilePoint eForm technology to build input forms for required task information that delivers specific data/information at each task step of the fulfillment process while populating a single process-controlled SQL database for reporting and data integrity.

Using AgilePoint, GVTC also provided a company-standard SharePoint dashboard to access and monitor group tasks, orders in process, and a master inventory of critical maintenance and trouble-shooting elements. They also provided order task status and overdue notifications to all stakeholders based on reasonable due dates and work sequences. That reduced the time spent chasing order status by providing status and visibility into all processes across the end-to-end order fulfillment operation.

Implementation Succcess

The Ethernet Backhaul Order Fulfillment Project now automates the enterprise workflow from order to fulfillment at GVTC. It provides perviously unavailable PC and mobile access to the entire cross-departmental process for all stakeholders and ensures compliance and audibility for every order.
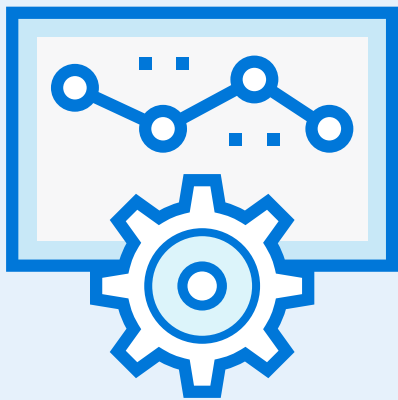
Process-Centric Business Transformation
Provides New Capabilities and Greater
Competitive Edge

Additional Business Benefits

The solution yielded numerous additional benefits that increased overall operational efficiency:

Ensures compliance with fulfillment steps and business rules.

Reduces risks related to penalties for non-performance and non-compliance.

Provides scalability for the new line of business.

Improves access to data, data integrity, process visibility and team collaboration.

Provides new integration opportunities for other back office and external systems.

Provides the basis for integrated sales/quote/proposal process.

"AgilePoint has been a breakthrough for us to better leverage our IT resources. AgilePoint is a way for us to empower our Business Analysts so that much of the software load can be handled by them, freeing up resources on the development team. The Business Analyst team will do the process analysis work with our business community and get us 70% of the way there in a business application without involving development resources."

Billy Wilson
Manager Information Technology