



Changing the Game

Automating Service Delivery

Steve Malde, Head of Information Systems

Syncordia Solutions

© Copyright British Telecommunications plc 2000

About Syncordia : Solutions Capabilities

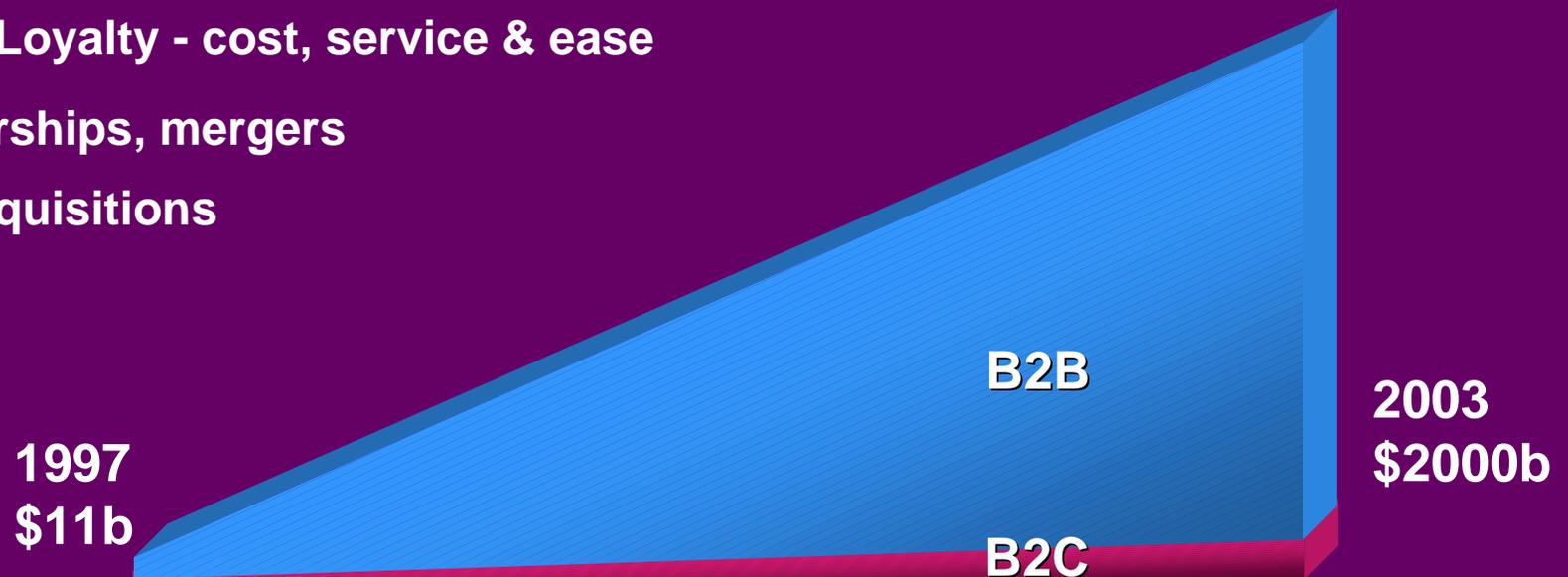


- Manage IP networks for top Financial Institutions
- Over 2/3 of the UK's ATMs - £200m cash/day
- 80% of all UK credit card transactions
- 300 transactions per second for VISA International
- Largest IT Outsource partner in UK
- Major e-business and eCRM solutions provider
(www.barclaysb2b.com, www.iceland.co.uk, www.genie.co.uk,
Forte, Budget, Abbey, Halifax e-bank, etc.)
- Services in 46 countries across 5 continents

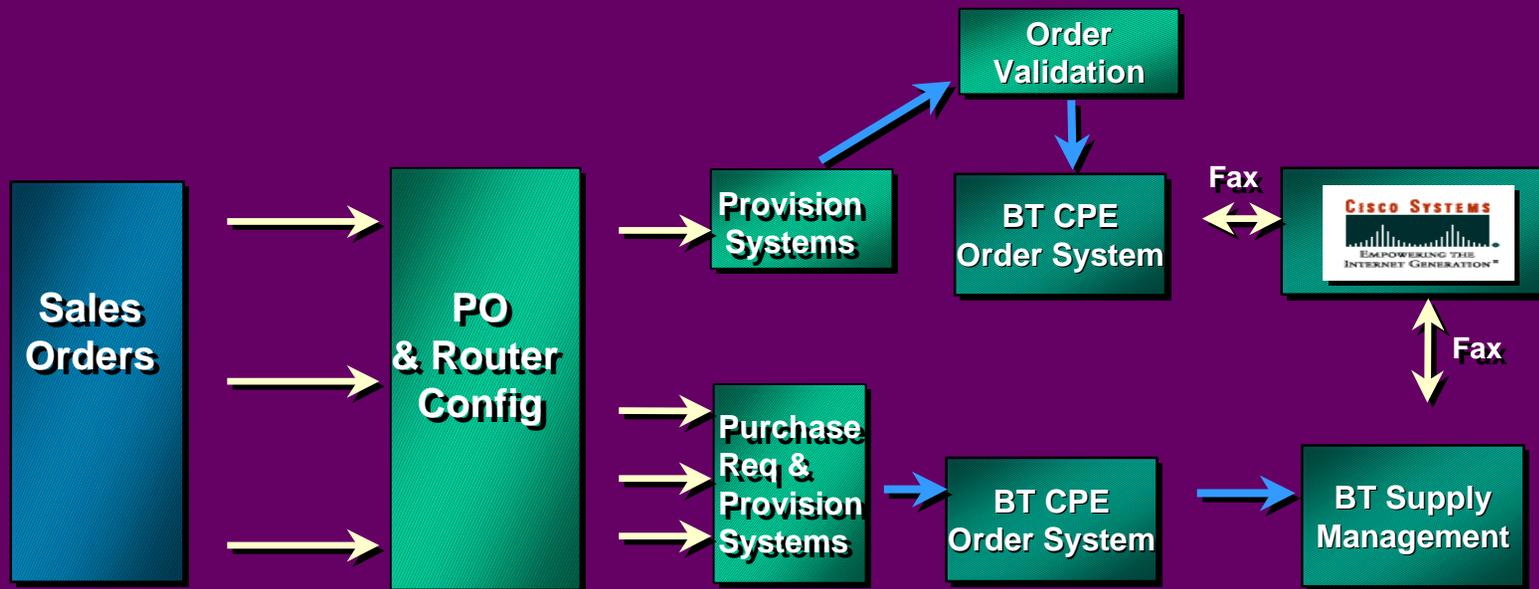
The Business Landscape in the 21st Century



- B2B is growing and creating new markets
- e-Revolution could kill your business - “the invisible enemy”
- Increased competition due to low entry cost
- “Virtual Globalisation”
- Brand Loyalty - cost, service & ease
- Partnerships, mergers and acquisitions



BT Cisco Procurement Process (Sept'99)



Process Measures (9/99) – Low end Routers

- Order Error Rate – 40%
- Sale to delivery – 30 days
- Manual effort (100 orders pm) – 4 people
- Stock levels - £6m

Automation Toolset



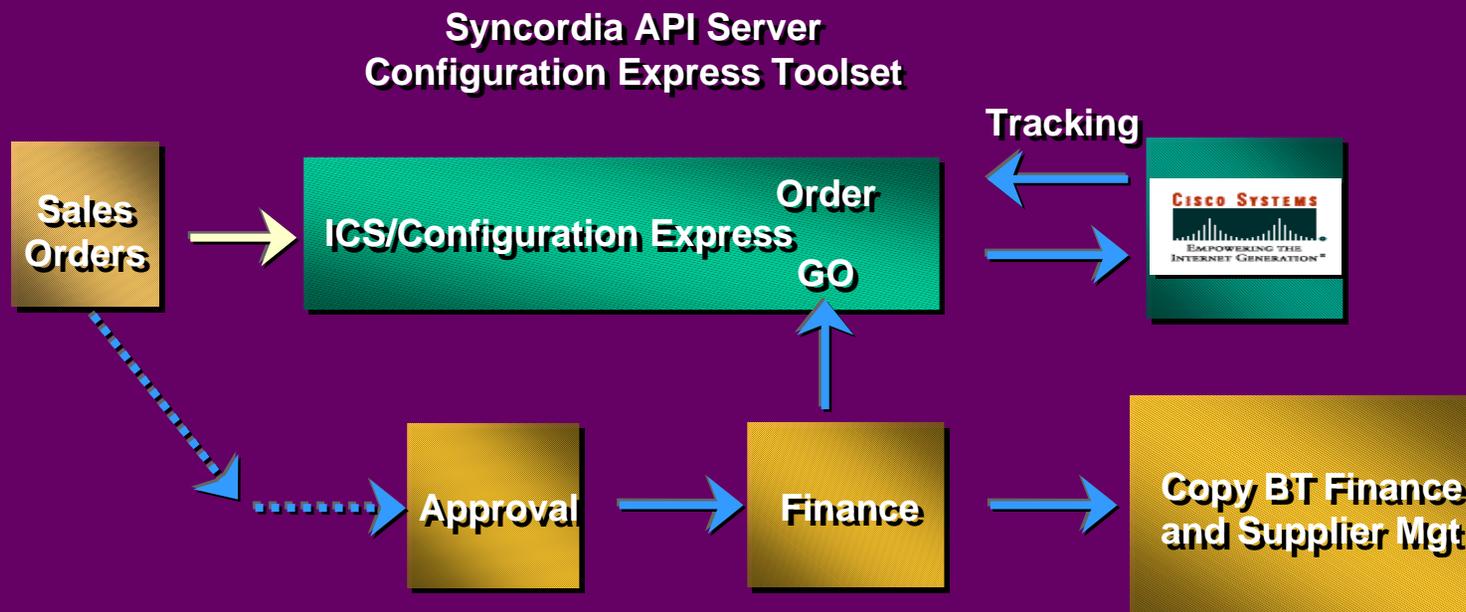
Cisco

- **Internet Commerce Solution (ICS)**
- **Configuration Express**

BT Syncordia Solutions

- **PO Automation**
- **XML Integration**

E-Procurement Trial Process



Trial Benefits (7/00) – Low end Routers

- Order Error Rate – 0%
- Sale to delivery – <10 days
- Manual effort – 25% reduction
- Stock levels – 25% reduction

Summary of Performance Improvements



Router Types
600, 700, 800, 1600,
2500/2600, 3600



Performance 9/99
Target



Performance 9/99
Actual 7/00

Syncordia Solutions

Benefits from BT-Cisco Trial



- **Reduce number of hand-offs**
- **Eliminated rework**
- **Shorter lead times**
- **Reduce stock levels/improved cash flow**

Step 1: Order Placement



Cisco Systems, Integrated Commerce Solution. ICS Version 4.06.0901.1 1Sep2000

Config. Spares Order Form Address Payment Submit Import Setup

Model Number	Qty
CISCO675	1
SF-675-2.3.5S	1
SW-CONFIG-600-001	1

Cisco Products

- CLASS CISCO675 Ethernet to ADSL Modem
 - ITEM CISCO675 Ethernet to ADSL Modem
 - CLASS CISCO675 FW OPT Cisco675 Firmware Option
 - CLASS MICROFILTER OPTS CISCO XDSL Microfilter Options
 - CLASS CPE SPLITTER OPTS Cisco675 CPE Splitter Options
 - CLASS 675 SW CONFIG OPT Cisco675 Software Configuration Options
 - ITEM SW-CONFIG-600-001 Configuration of software via CCD for 600 series
 - CLASS CONFIG DOC 600 CONFIG EXPRESS DOC OPTION

Service Options

Setup Service Information Find Next SW-CONFIG-600-001 Collapse Zero Pricing UNITED KINGDOM

Delete Line Clear Screen Add to Order Check Config. [UX] Save Cfg Load Cfg Delete Cfg

Step 2: Configure Router



ConfigExpress - Start Screen

Cisco Systems Cisco Ordering Tool
Configuration Express

IOS Configuration Information :

Product :	CISCO675
Quantity :	1
IOS Template :	Not Configured
Template Status :	
IOS Configuration Status :	Incomplete

BACK HOME

You are Logged In as :

What would you like to do ?

Configure Template | Template Management | Syntax Check

Configure Template

Instructions :

1. Select a template that is to be configured.
2. Click Continue to go the Template Configuration Form.

Drop Ship / Parameterized Templates:

Rajats Template - UQ

Edit... View... Delete...

Standard Templates:

Standard BT - UQ

Edit... View... Delete...

Step 3: Custom Packaging



Configuration Express - IOS Configuration

CISCO SYSTEMS Cisco Ordering Tool
Configuration Express

HELP

IOSTemplate: Standard BT Product: CISC0675
Template Status: UQ Quantity: 1
IOS Configuration Status: Incomplete

Custom Labels | Config Review

Label Type: Standard
Contact Email: jdoe@bt.com *
(required for all CX orders)

Standard Label

Instructions: 1. fields in the color red are mandatory.
2. Click on the tab above to go to the next step.

Company Name: BT Syncordia
Service Provider: BT
Asset Number:
For questions or assistance contact: John Doe
Contact Phone Number: +44 1442 555 555
Would you like the Mac Yes No

Config Express Home

Step 4: Config Check



The screenshot shows a web browser window titled "Configuration Express - IOS Configuration". The page header includes the Cisco Systems logo and the text "Cisco Ordering Tool" and "Configuration Express". A "HELP" button is located in the top right corner. The main content area displays the following information:

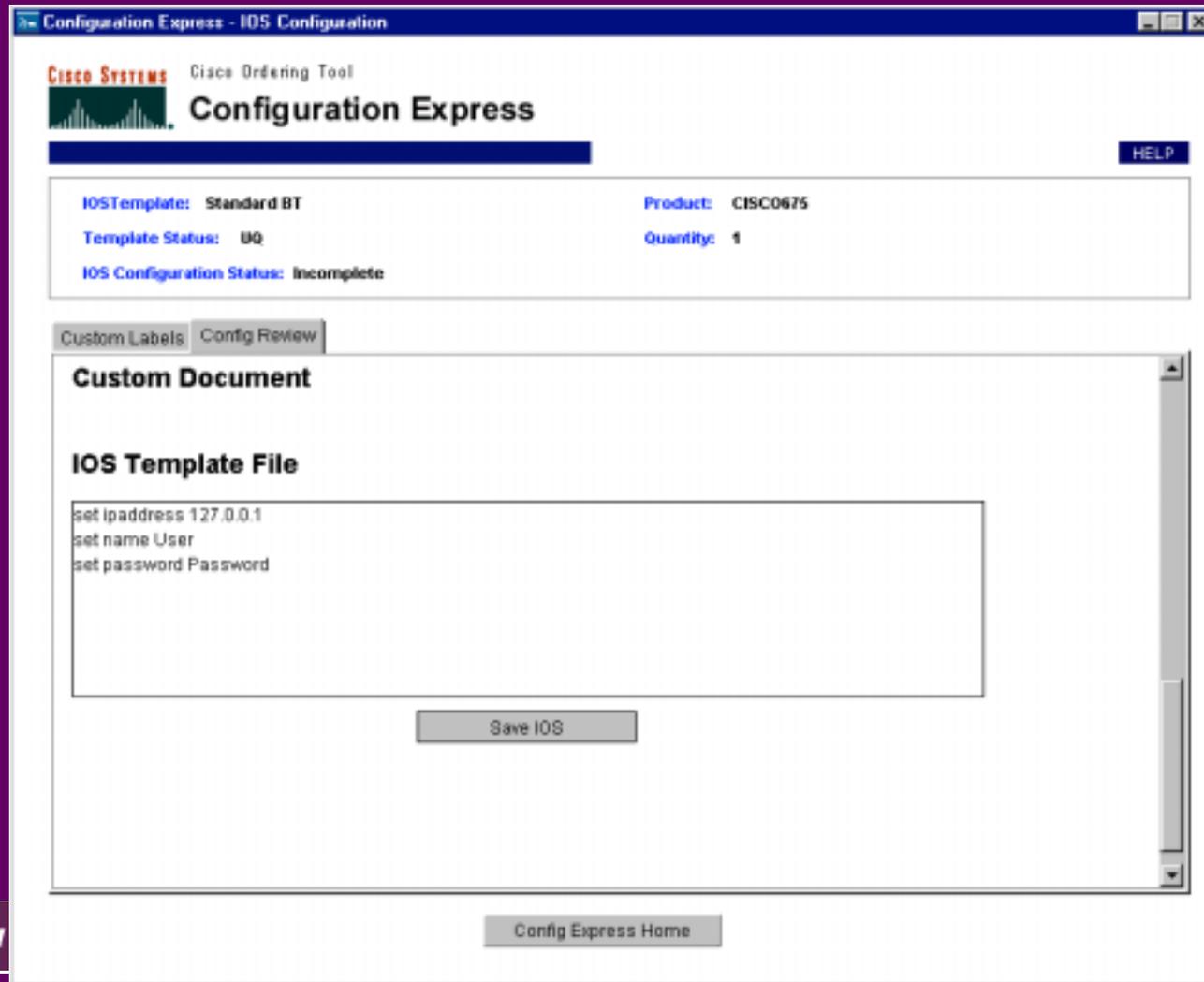
- IOSTemplate:** Standard BT
- Product:** CISC0675
- Template Status:** UQ
- Quantity:** 1
- IOS Configuration Status:** Incomplete

Below this information, there are two tabs: "Custom Labels" and "Config Review". The "Config Review" tab is active, showing a "Review Status" section with a large empty text area. Below this is a "Config Info" section with the following details:

- Template Name:** Standard BT
- Template Description:** test
- In the event that the product is shipped unconfigured, please email:** jdoe@bt.com

At the bottom of the page, there is a "Config Express Home" button.

Step 5: Review Final Software Config



The screenshot shows a web browser window titled "Configuration Express - IOS Configuration". The page header includes the Cisco Systems logo and the text "Cisco Ordering Tool" and "Configuration Express". A "HELP" button is located in the top right corner. Below the header, there is a summary section with the following information:

- IOS Template: Standard BT
- Product: CISC0675
- Template Status: UQ
- Quantity: 1
- IOS Configuration Status: Incomplete

Below this summary, there are two tabs: "Custom Labels" and "Config Review". The "Config Review" tab is active, showing a "Custom Document" section. Underneath, there is an "IOS Template File" section with a text area containing the following configuration commands:

```
set ipaddress 127.0.0.1  
set name User  
set password Password
```

Below the text area is a "Save IOS" button. At the bottom of the page, there is a "Config Express Home" button. The "Syncordia" logo is visible in the bottom left corner of the slide.

Step 6: Config Validated for Order



ConfigExpress - Start Screen

Cisco Systems Cisco Ordering Tool
Configuration Express

IOS Configuration Information :

Product :	CISCO675
Quantity :	1
IOS Template :	Standard BT
Template Status :	UQ
IOS Configuration Status :	Complete

BACK HOME

You are Logged In as :

What would you like to do ?

Configure Template | Template Management | Syntax Check

Configure Template

Instructions :

1. Select a template that is to be configured.
2. Click Continue to go the Template Configuration Form.

Standard	Standard BT
----------	-------------

Templates:

Edit... View... Delete...

Step 7: Order Submitted



Cisco Systems, Integrated Commerce Solution. ICS Version 4.06.0901.1 1Sep2000

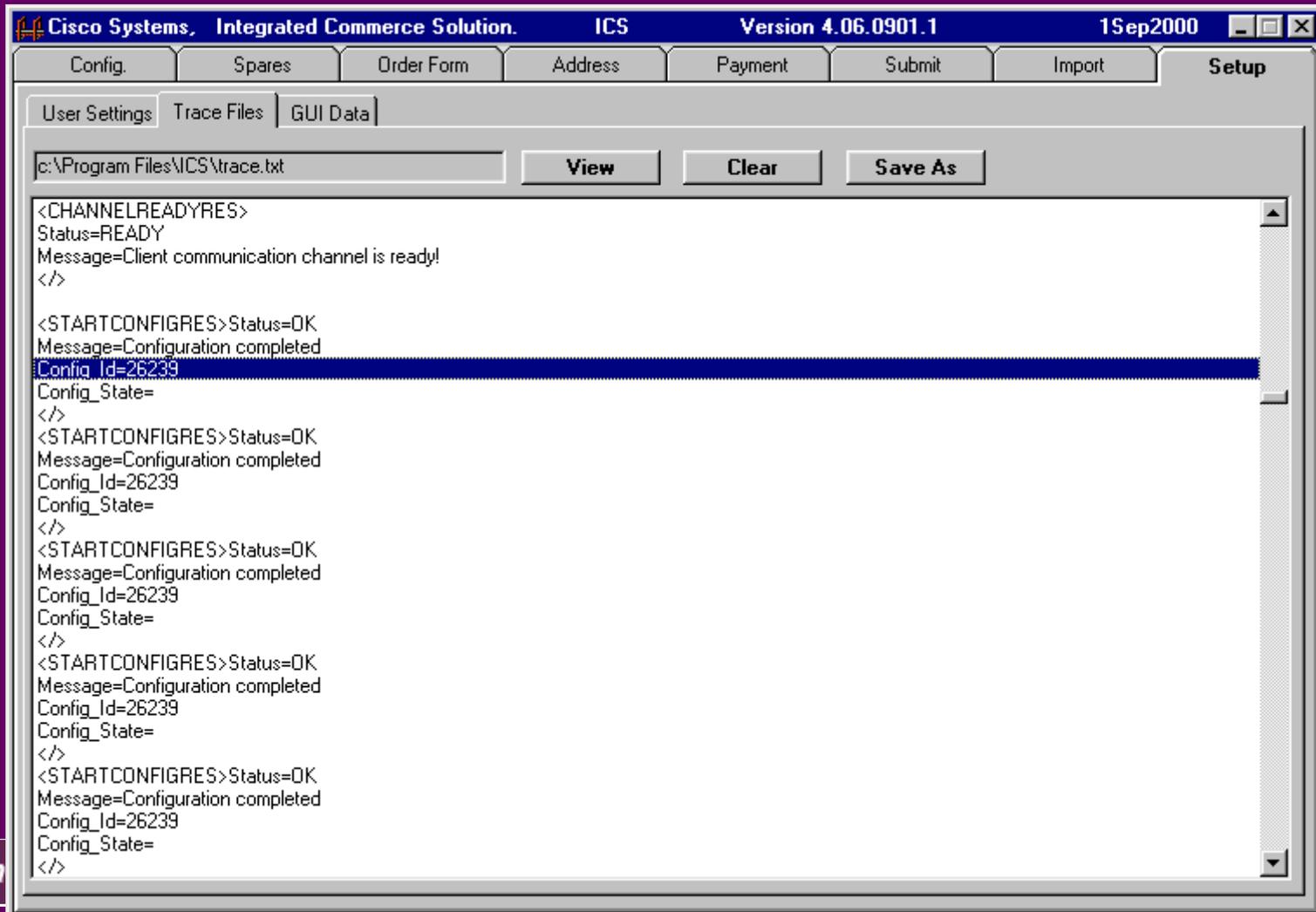
Config. Spares **Order Form** Address Payment Submit Import Setup

Line	Model Number	Model Description	List\$	Disc%	Cost\$	Qty	Line\$
1	CISCO675	Ethernet to ADSL Modem	499.00	0.00	499.00	1	499.00
	SF-675-2.3.5S	Cisco 675/675e Software Version 2.3.5 - Single User	0.00	0.00	0.00	1	0.00
	SW-CONFIG-600-001	Configuration of software via CCO for 600 series	0.00	0.00	0.00	1	0.00

◀ ▶

Syn **Delete Line** **Clear Screen** **Re-Config** Product Disc% Service Disc % Total

Step 8: Verify HW & SW Orders Placed



The screenshot shows the Cisco Systems Integrated Commerce Solution (ICS) interface. The title bar indicates the application name, version (4.06.0901.1), and date (1Sep2000). The main menu includes Config, Spares, Order Form, Address, Payment, Submit, Import, and Setup. Below the menu, there are tabs for User Settings, Trace Files, and GUI Data. The Trace Files tab is active, showing a list of trace files. The selected file is 'c:\Program Files\ICS\trace.txt'. The main content area displays the XML content of the trace file, which includes several configuration completion messages for Config_Id=26239.

```
<CHANNELREADYRES>  
Status=READY  
Message=Client communication channel is ready!  
</>  
  
<STARTCONFIGRES>Status=OK  
Message=Configuration completed  
Config_Id=26239  
Config_State=  
</>
```

Step 9: End to End Order Tracking



Networking Products MarketPlace: Order Status Tool - NetSc...

File Edit View Go Communicator Help

Back Forward Reload Home Search Guide Print Security Shop Stop

Bookmarks Location: http://www.cisco.com/cgi-bin/front.s/ost

CEC Cisco Dashboard Common Tools Internal Suppt Cisco Integrate

Solutions Products Ordering Support Partners Training Corporate

Networking Products MarketPlace

Order Status Tool

Home What's New How to Buy Login Profile Feedback Search Map/Help

BILLING ADDRESS

BT SYNCORDIA SOLUTIONS
ATTN A/C'S PAYABLE
PO BOX 999
TELECOMS HOUSE - 91 LONDON ROAD
MANCHESTER M60 1OT
United Kingdom
FINANCE PAYABLES

SHIPPING ADDRESS

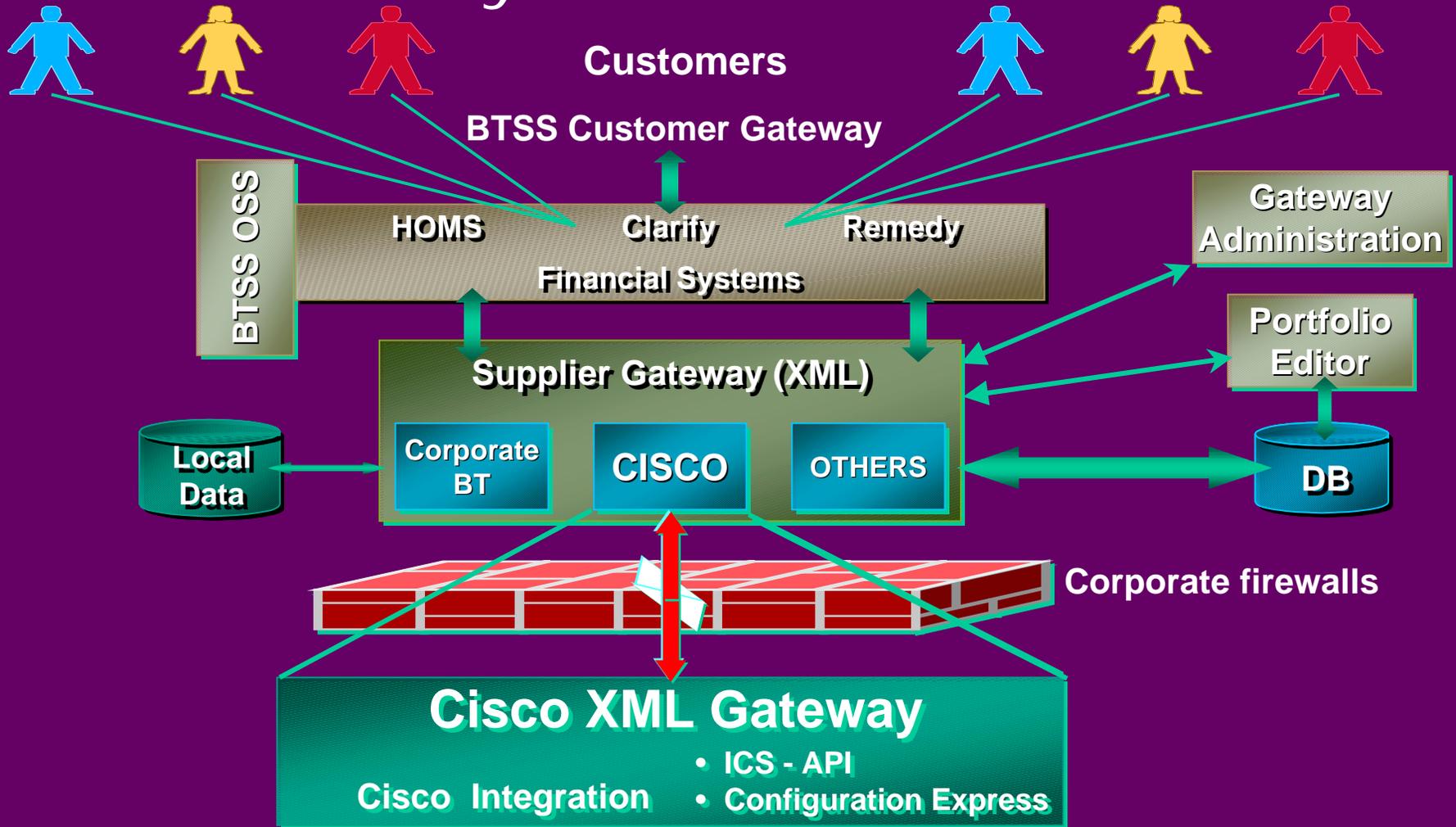
BT STAINES INTEGRATION CENTRE
14 FAIRFIELD AVENUE
STAINES MIDDLESEX TW18 4AB
United Kingdom
HARRY SERVAIS

STATUS	Sched. In Process
PURCHASE ORDER	161480929
SALES ORDER	7562323
ONLINE ORDER ID	29.3186
DATE ENTERED	11-SEP-2000
EXPECTED SHIP DATE	21-SEP-2000
EARLY SHIP	YES
FOB/FCA	Origin

LINE	SHIP SET	PRODUCT	QUANTITY ORDERED	QUANTITY SHIPPED	ORIGINAL MANUFACTURING SHIP DATE	CURRENT MANUFACTURING SHIP DATE	DELAY REASON	LINE STATUS	DATE SHIPPED	SHIPMENT METHOD
1	1	CISCO1605-R	40	0	18-SEP-2000	21-SEP-2000*	MAT	Building in Progress	Date not available	ELC Gold d
Invoice #										
		SF16RC-11.2.18P	40	0						
		PWR-1600-WWI	40	0						
		CAB-ACU	40	0						
		MEM1600R-4U8FC	40	0						
		WIC-1B-S/T	40	0						
		CAB-ETHCOVER	40	0						
		WIC-INSTALL-1600	40	0						

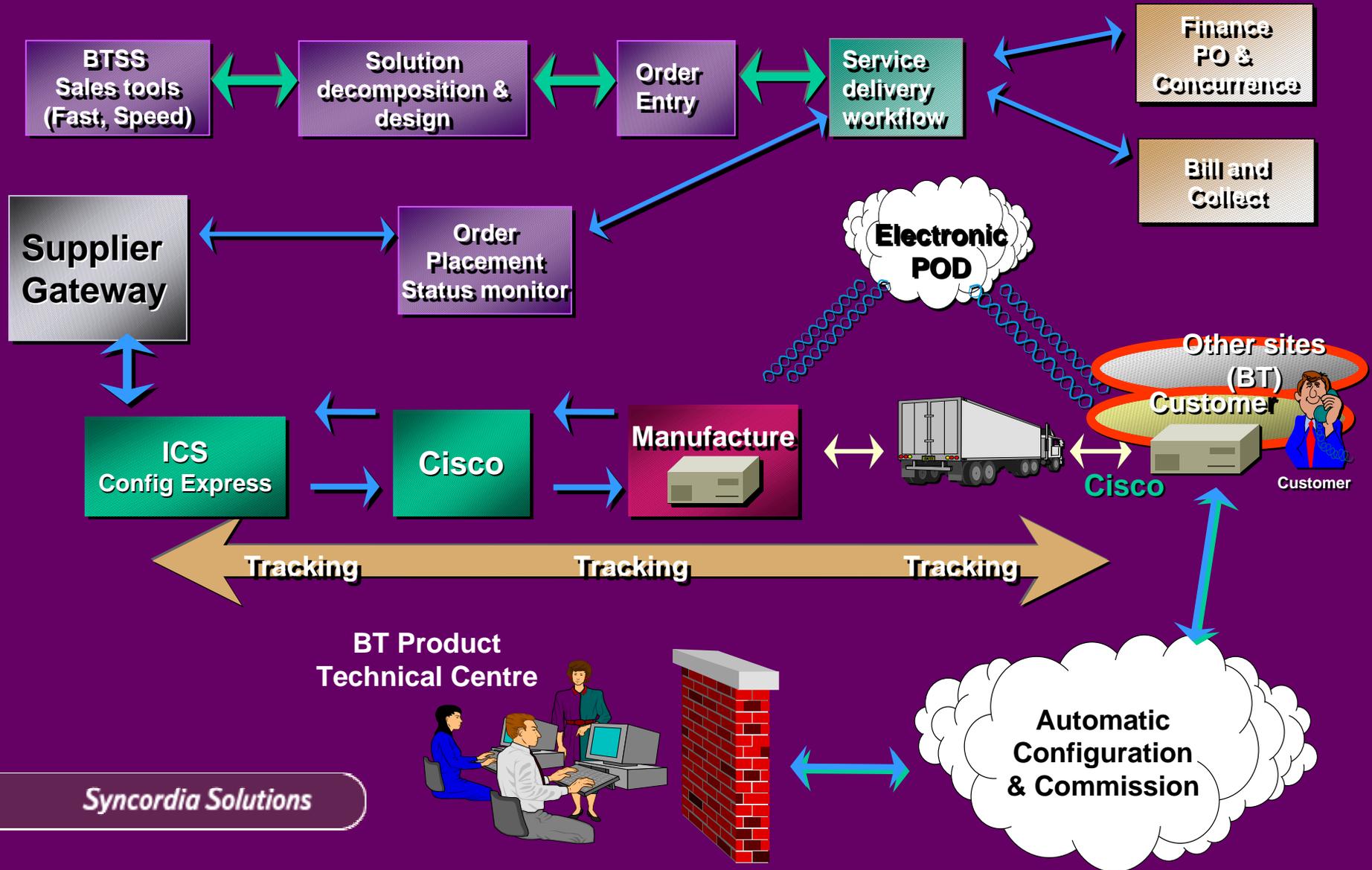
Document: Done

Systems Overview of BTSS to Partner Systems



Syncordia Solutions

Service Delivery Automation Vision



Syncordia Solutions

Next Steps



- **ICS & Configuration Express Deployment**
- **XML Integration**
- **Payment systems automation**
- **Extend Support – Router Types & LAN**
- **Zero/Minimal touch CPE sales**

Summary



- **Radically Change Cost Base**
- **Revenue Growth**
- **Improve Customer Experience**
- **Revenue Retention**
- **Create an e-culture**



Changing the Game

Steve Malde, Head of Information Systems

steve.malde@bt.com

Syncordia Solutions

© Copyright British Telecommunications plc 2000