

Business Process Optimization

LTVelocity Optimization Methodology

LTV Partners leverage years of operational and leadership expertise to provide clients with unparalleled solutions through the use of the LTVelocity Optimization Methodology principles. These principles are a foundation from which LTV coordinates with clients to deliver targeted solutions to meet individual needs, such as Business Process Optimization.



Challenge

LTV Partners brings many years of practical operational experience to the table. This “real-world” experience sets us apart from most other professional services providers, in that we understand the mechanics of your business in the convergent services world. The challenge for your team, with our assistance, is to match system configurations to the operational needs of your business. Often, other professional services groups take exactly the opposite approach of asking you to change your business to meet the configuration of a B/OSS system. Our goal is to optimize your processes and system configurations for optimal operation. We are the antithesis of professional services provided by most vendors in that we grew up in your business; they grew up in their business. We understand your needs.

LTVelocity BPO Optimization Methodology

LTV Partners has assisted various MSO and CLEC service providers in matching B/OSS system functionality and configuration to their needs and how they run their business. We rely on a relatively simple but a disciplined approach to implementations. These projects may be complete system implementations, additional interface additions to a system, new product launches (such as VoIP), new marketing product launches, or just launching additional system functionalities not previously utilized.

We begin by gathering key representatives of all affected disciplines in the company. This may include appropriate representatives from Finance, Technical Services, Call Center, Marketing, Product Management, Technical Operations, Dispatch, Provisioning personnel, downstream systems personnel, Reporting groups, and the billing vendor.

The makeup of the team varies depending on the topic and to what extent each group has a stake in the launch and/or system change.

LTV, with the client's input, will normally bring a draft outline of the operational proposal to the table to begin the engagement. This enables a moving start to the process as it is always easier to edit something than it is to start with a blank slate when dealing with multiple functional groups and varying, if not conflicting, priorities.

Regular meetings will be held, modifications will take place, and configuration and testing will then begin. Tracking is provided throughout the process. Testing is done in your training or test system and test results can be reviewed prior to any production implementation. LTV will assist, as needed, in the production launch.

Results

LTV Partners will coordinate your project from beginning to completion, with the primary goal being that the end result fits your business needs precisely. Our last resort is asking a client to change their proven practices in the name of meeting system limitations.

