

Business Support & Transformation (BST)



Arca.
Challenge. Value.

“

We are facing a change of perspective:
of services to companies evolves towards service between people.
In this context, Arca stands out to promote new dynamics and initiatives
that lead to success to your project creating effective business solutions.
We anticipate possibilities and offer powerful solutions. From Arca, we listen and
collaborate, we explore and we solve.

Creativity, Flexibility & innovation

Arca.



Business Support

001

Scorecards

003

Executive Scorecards

004

Technical Scorecards

005

¿Why Arca?



ScoreCards

Optimum data visualization with tables and executive reports



In a world where efficiency and agility can be successful, having the right information quickly can make a difference.

A Scorecard sits in front of the business collecting and presenting your key metrics.



Scorecards

“... All scorecards are meant to be seen, quickly understood and action oriented...”

01 Executive Scorecards

The Executive Scorecards provide a reliable and accurate view of any type of business, strategic, operational or budgetary indicator that wants to be monitored



02 Performance Scorecards

Performance scorecards are used independently of the balanced scorecard (executive) to monitor the progress of any organizational goal.



From Data to Information

From Information to Knowledge

From Knowledge to Business Intelligence

Business & Operational Effectiveness

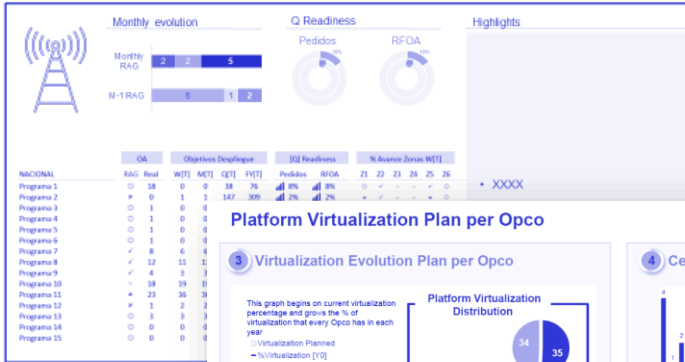
01. Executive or Balanced Scorecards

"... dashboards are decision tools ..."

CAPEX | Detalle Avance por Categoría

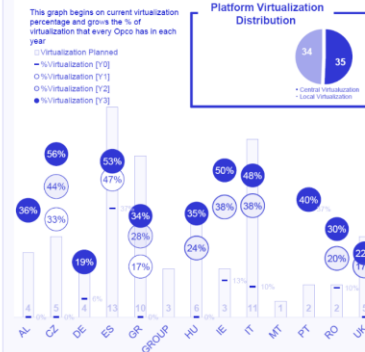


Despliegue | Rx



Platform Virtualization Plan per Opco

3 Virtualization Evolution Plan per Opco



4 Central Virtualization distribution per year and Opco



5 Local Virtualization distribution per year and Opco



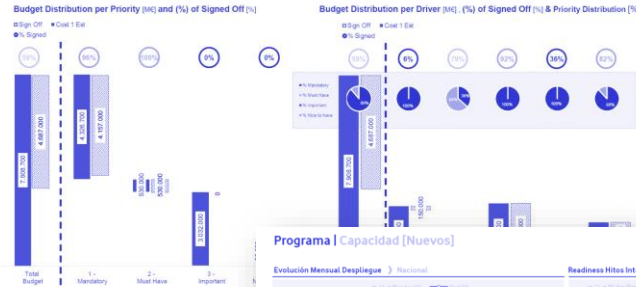
All our CdMs have an executive summary where the most important Kpis of the business are visualized as well as the contribution or Split of different departments.

In the ARCA CdM, we not only measure the "now" but we also incorporate predictability measures that allow us to make future decisions

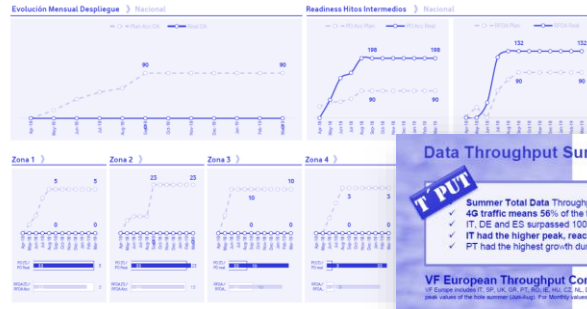
02. Performance Scorecard

“... the dashboards are control tools...”

Budget Analysis | GR



Programa | Capacidad [Nuevos]



Data Throughput Summer Period Analysis

Summer Total Data Throughput has increased 43% in GNEAD YoY

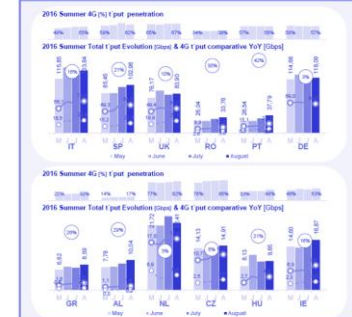
- ✓ 4G traffic means 56% of the total traffic of the network
- ✓ IT, DE and ES surpassed 100 Gbps peak during the summer campaign.
- ✓ IT had the higher peak, reaching 138 Gbps on August 14th
- ✓ PT had the highest growth during the summer (42%)

VF European Throughput Comparative [Gbps]



Total Throughput [Gbps] YoY and 4G [%]

Represents the total T put (2015) + 4G (Average on 4 Mts. Peak of the month) and the percentage of 4G T put over the Total T put per Summer month. No circles represent the summer period growth over May 2015 until August. Total T put per month per operator on solid red bars. Solid grey bars represent 4G T put evolution per month for 2016. Dashed grey line represent 4G T put evolution per month per operator in 2015.



D1**Design & execution**

Design of dashboards so that their reading is totally intuitive, simple and that, graphically, shows the data that help the recipient to focus their attention on possible deviations, trends, comparisons and other behaviors of some metrics

You can start from scratch or redo what is already designed, and always allows adaptations in their life cycle.

The execution and filling of the information is done using standard tools of the market in order to facilitate the modification and visualization of the Scorecards.

The design is contracted based on the views of the scorecard. We categorize it into three blocks

A

D1mini

B

D1midi

C

D1maxi



D2

Digitalization over Power BI

Presentation on any digital display of the balanced scorecard, making the designed views available from any place and at any time

The digitalization allows an update of data in real time, as well as the data capture from different sources of the information systems

The dashboards will be accessible to the users that are determined, allowing to differentiate in profiles according to the views that can be accessed

Three parameters will be taken into account: the obtaining of the data, the number of access profiles and the number of users accessing the information

Data Gathering

D2abierto

D2formateado

These may be already formatted or it will be necessary to access different sources to compose the information

Access Profile

D2monoperfil

D2multiperfil

Related to the levels of access to the information that is wanted to be given to the user of the scorecard

Nº of Users

D2reducido

D2extendido

Volume of users who have access to information, regardless of how it was achieved and their level of access

In cases where the customer's need is not met with the standard modalities, a special assessment will be made to adapt the proposal

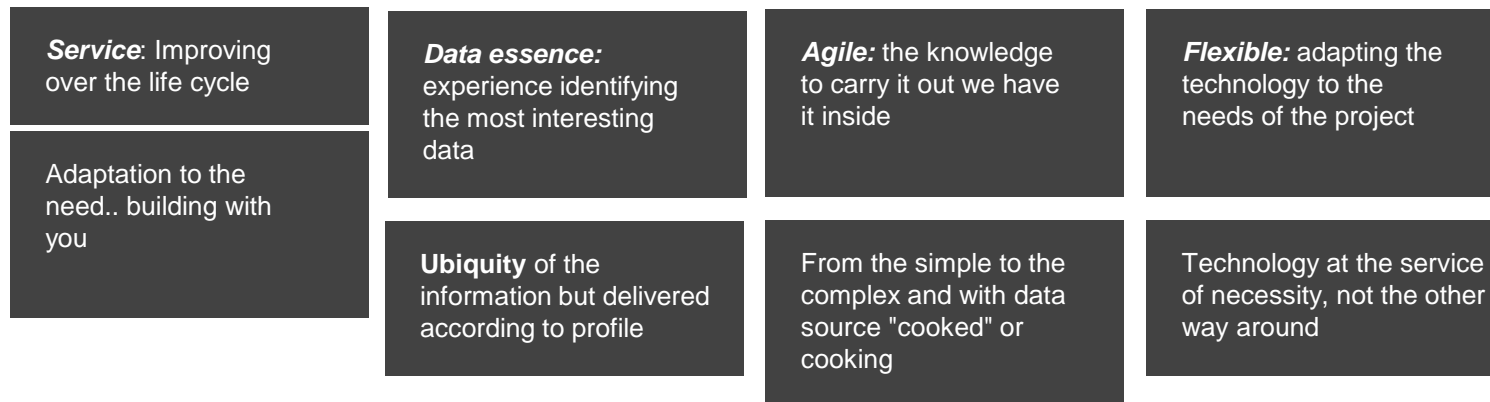
How?



¿What For..???



Why..??



Some Vodafone Spain & Region examples

A Data Core Network Projects Balance Scorecard & Project Evolution

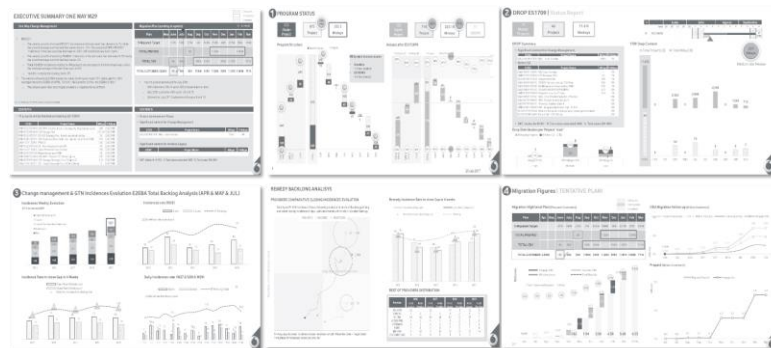


B Transmission Balance Scorecard & Vendors Comparative

B



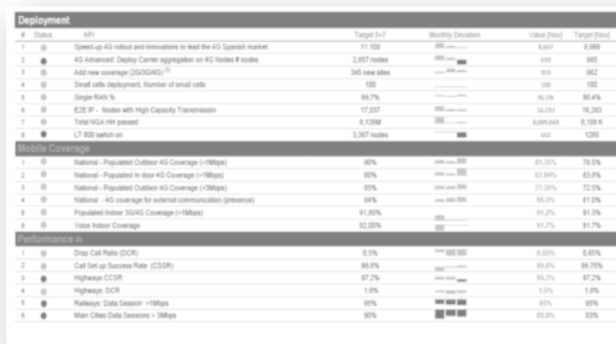
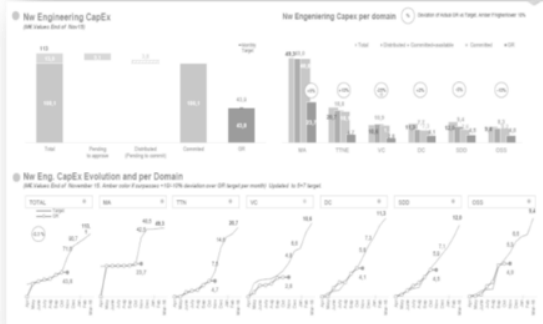
C IT Transformation Project Report to CTO



D Network Deployment – Rx Deployment , Tx Deployment, Capex & Opex Scorecards

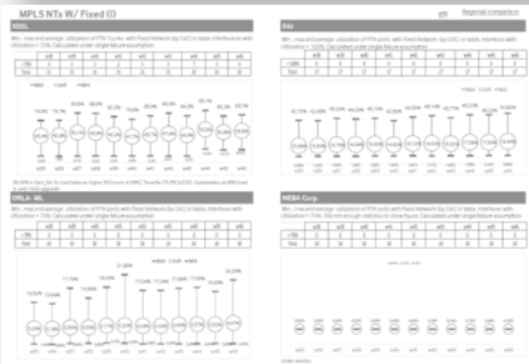
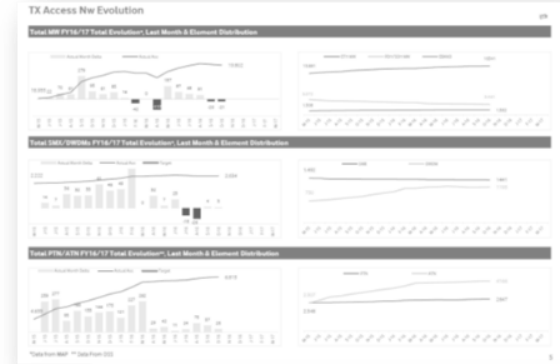
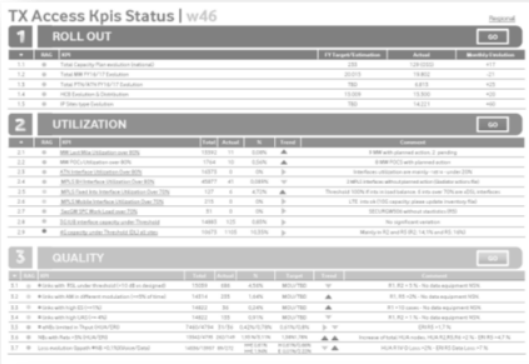
D





Transmission Balance Scorecard & Vendors Comparative

TX ROLL OUT

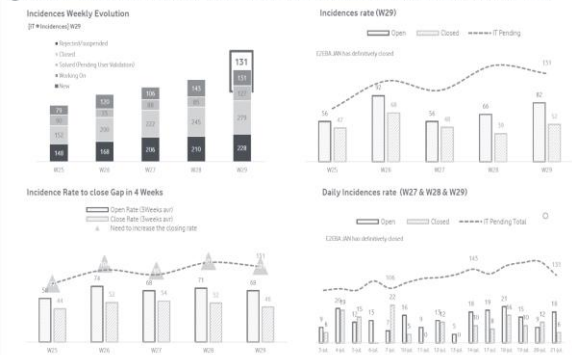


IT Trasformation Project Report to CTO

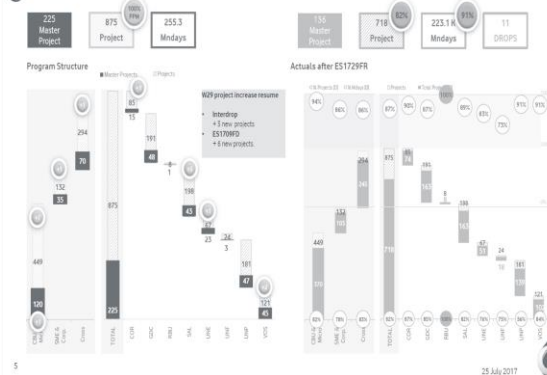
EXECUTIVE SUMMARY ONE WAY W29



3 Change management & GTN Incidences Evolution E2BA Total Backlog Analysis (APR & MAY & JUL)



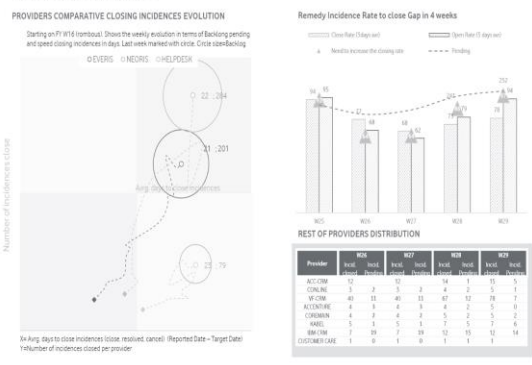
1 PROGRAM STATUS



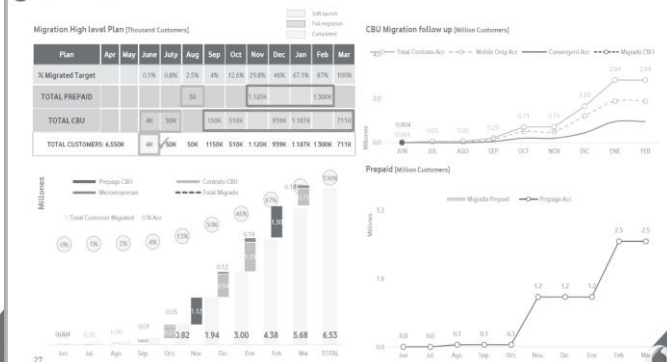
2 DROP ES1709 | Status Report



REMEDY BACKLOG ANALYSIS

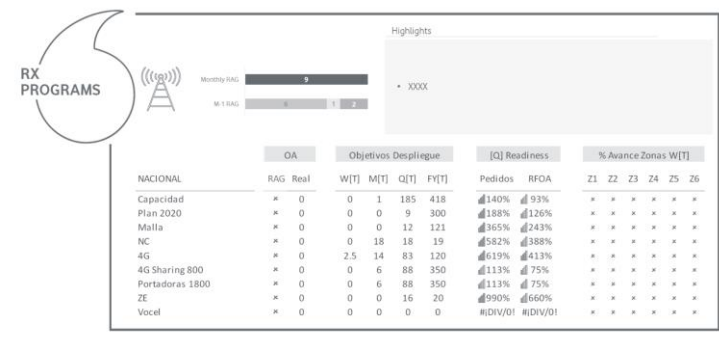


4 Migration Figures | TENTATIVE PLANI

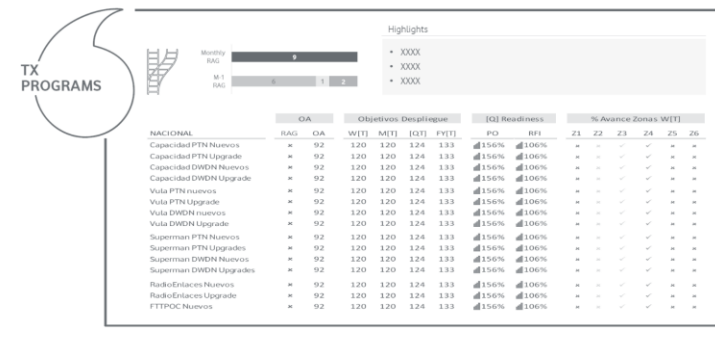


Network Deployment – Rx Deployment , Tx Deployment, Capex & Opex Scorecards

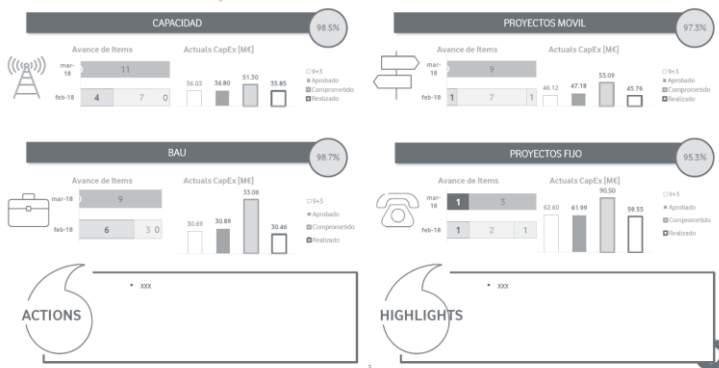
Despliegue | Rx



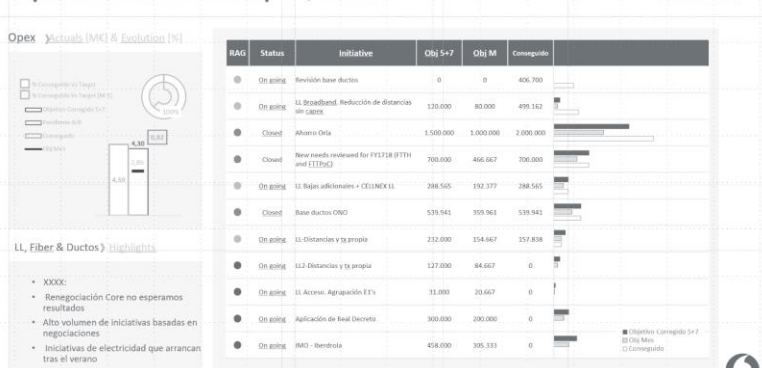
Despliegue | Tx



CAPEX | Resumen Ejecutivo



OpEx Initiative Details | LL, Fiber & Ductos



Transformation

- 001_ Objetivo: Calidad Total
- 002_ Equilibrio entre mejora continua e innovación
- 003_ Fundamentos de nuestra metodología
- 004_ Mandamientos de Método Kaizen
- 006_ Propuesta de Proyecto
- 007_ Algunos ejemplos de transformación



Continuous Improvement and Innovation

Objective: to pursue Total Quality – Sometimes called...Excellence

Optimization Methodology

Through an adequate methodology it is possible to optimize any type of process that is present in the day to day of a company

This optimization of the processes associated with projects should result in a significant reduction in traffic towards Total Quality

At Arca we work with a methodology that is on the brink of Continuous Improvement and Innovation

Continuous Improvement

The Continuous Improvement of processes intends to carry out the process in the same way, but with a higher level of efficiency or effectiveness

The tools of Continuous Improvement are thought to look for weak points to the processes, products and current services

Innovation

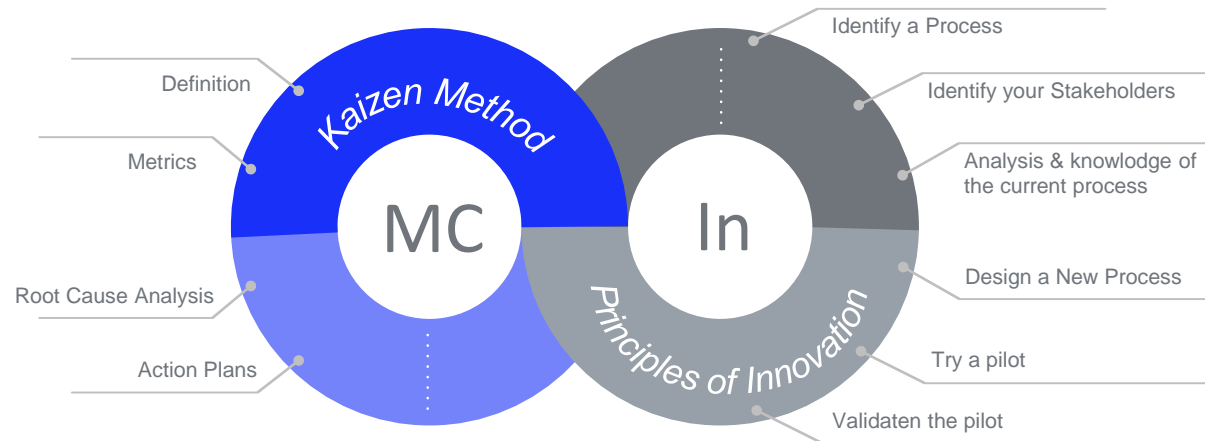
Innovation is understood as a fundamental reconsideration and radical redesign in the processes of organizations, drastically achieving improvements in the critical measures of the results



Balance

The Continuous Improvement, aligned with the Innovation, broadens the perspective of our Total Quality project.

We believe that in any work methodology that pursues Total Quality, both concepts should coexist in a balanced way, since some processes are subject to innovation and others are constantly improved.



Methodology Pillards



Design and sift the projects with an agile and simple work methodology

Project management that, in a practical, agile and reusable way, allows both the monitoring of projects and the optimization of them



Ensure that Continuous Improvement or Innovation are part of the natural monitoring of projects

Creation of a meeting point between the different project managers, for their follow-up including the Continuous Improvement or the Innovation of processes as a fundamental part of it



Define success with the measure of "what", "how" and "for what"

Review of current metrics for the monitoring of projects and inclusion of specific metrics of efficiency and quality that ensure the achievement of the project objective both in the "what", as in the "how" and the "for what"

Arca.

Global Metrics

The scorecard as a reference for monitoring any project

KPIs that measure the evolution in Execution, Budget and Business

KPIs based on the efficiency of the use of resources, time, budget or even implementation and success of optimization actions

Arca works combining both the Kaizen method of continuous improvement with the principles of Innovation ...

... for implantation or improvement,
of a work methodology focused on continuous
improvement and Innovation in day-to-day processes

100% Efficient

Looking for the way to interfere with the minimum in day-to-day work, and making the most of the time spent by each member of the teams

100% Agile and Practical

Because we firmly believe in the need to design processes that are not heavy, measurable and achievable that contribute the maximum benefit to the results

100% Personal

Because this method, will change the philosophy of work of the people making each member contribute in each situation their best option. It is personal, of each one of us.

Success case

Operative Process optimization



Customer Profile

Telecommunications operator with a large volume of clients and growth by acquisition, where the operating processes come from two or more companies.



Customer necessities

The client is faced with a problem when carrying out network deployments (fixed and mobile) and needs to face changes in his work model to seek maximum efficiency and thus satisfy internal and external customers.

There is no policy of metrics that allows them to monitor homogeneously and quality of work done and thus help them optimize.

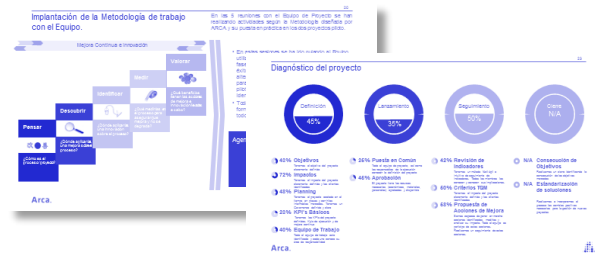


Arca Proposal

Arca has carried out a process survey associated with the project, diagnosing it, identifying the basic and successful KPIs and proposing a similar methodology to be used in other projects.

The client is accompanied in the governance of the project and the implementation of the proposed methodology.

A scorecard is designed to track the success metrics.



Success case

Operative Process optimization



Customer Profile

African Telecommunications Operator present in more than 20 countries with an important service unit for Large Customers.



Customer necessities

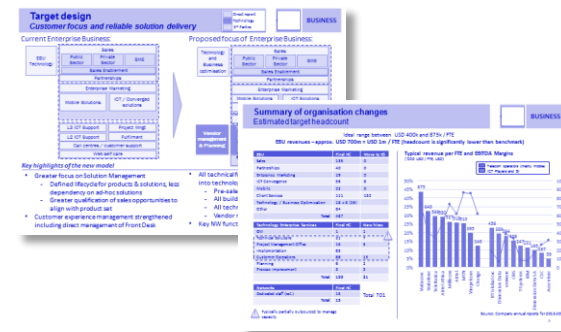
Our client is facing the situation of not being able to satisfy the needs of their corporate clients because they do not have a portfolio of services aligned with the market and their internal capacities.

Arca is required to analyze and propose an organization that meets this need.



Arca Proposal

With a work team displaced to the country where the Client's HQs are located, Arca proposes a new organization of technology services for companies and a plan for its implementation during the 6 months after the completion of the analysis of the need. of the Client, having identified the current business at risk.





Customer Profile

Telecommunications company in continuous growth that offers fixed telephony, mobile and internet services to residential customers, companies and operators.



Customer necessities

In the client company there are a large number of incidents whose resolution is delayed in excess, affecting a low level of satisfaction of business customers.

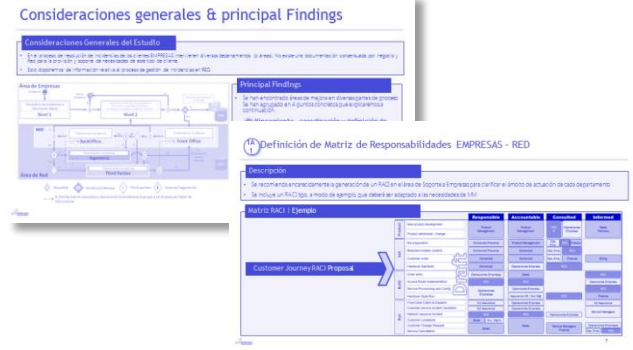
Arca is required to analyze and diagnose the process of managing Business Incidents in the Network area

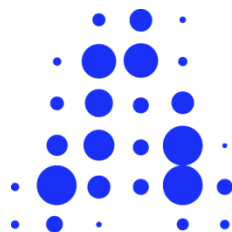


Arca Proposal

Arca proposes and analyzes in detail (procedures, tools, documentation) the incident management process of the Company's clients from all the departments involved.

Based on this analysis, points of improvement are extracted in the short and medium-long term





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GRACIAS

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