



HP CMETV: Solution Consulting Services

Featuring: Teresa Schlegelmann, Worldwide Director, Solution Consulting Services, HP CME

<p>Martyn Warwick</p>	<p>Teresa Schlegelmann you are the director worldwide solution consulting with the CME division of HP, my first question to you is this. What are service providers actually trying to achieve through business transformation?</p>
<p>Teresa Schlegelmann</p>	<p>There are three key areas that operators are addressing today to grow their business and maintain competitive in the market place. That's really focused around operational efficiency improvement which leads to process consolidation and improvement of business operations. Around retaining and ensuring that the customers are completely satisfied and are happy, so more on the customer experience area. As well as providing new innovative products to the market and services to retain and attract and keep their customer base as well as grow.</p>
<p>Martyn Warwick</p>	<p>So Teresa how does solution consulting services actually enables transformation?</p>
<p>Teresa Schlegelmann</p>	<p>Well Hewlett Packard's solution consulting services translates our customer's business needs into actionable solutions, and measurable results. We really focus on exercising our industry expertise through our consulting organisation as well as our proven methodologies and our robust solution consulting services portfolio which is underpinned by Cosmos. HP has been significantly influential in standards body such as TMF and establishing NGOSS as well as other IT industry standards bodies like ITSMF which are important in terms of providing consulting as well as solution implementation for our customers to keep the costs down and to ensure standardisation.</p>
<p>Martyn Warwick</p>	<p>So tell us what specifically HP is offering and how is this solution unique compared to your competitors?</p>
<p>Teresa Schlegelmann</p>	<p>Well actually we offer a robust consulting portfolio. We focus on process improvement, organisational change, architecture optimisation, financial evaluation, product innovation and transformation governance. But the significant and differentiated point really comes around an asset that we've created within the portfolio called Cosmos. This is our capabilities not only our best practices but to take our consulting services and translate that into actionable solutions through systems integration. Now we focus on a holistic approach with our clients, understanding where they are today, where they want to go tomorrow and we really try to focus on all the interdependencies within their business operations. So</p>

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	<p>what are the business objectives, the key metrics, the organisation, the technologies, the services, the processes and then how they implement that and through the asset that we've created we bring to bare a lot of best practices which allow for rapid implementation in those areas.</p>
<p>Martyn Warwick</p>	<p>Give us examples of customers that have used solution consulting services and tell us about the business benefits that it realised as a result of that?</p>
<p>Teresa Schlegelmann</p>	<p>So an example of a customer who has used solution consulting services and achieved business benefits would be T Mobile Hungary and they're really the 2 key benefits were around improved customer service and satisfaction and that was achieved through a unified incident management process and a system as well as improving their operational costs. So they achieved a 1 million annual operational decreases as a result of implementing the solution. So, bottom line is they made some very great savings from a financial perspective as well as improved their customer satisfaction and experience.</p>
<p>Martyn Warwick</p>	<p>What do you think are the main points for any CME company to bear in mind when they drive business transformation?</p>
<p>Teresa Schlegelmann</p>	<p>Well really the key point for any CME company focused on business transformation is really taking a holistic view. What that means is really looking at the people, the process, the technology and the organisation. In order to achieve any significant business results and maintain business and the process of transformation you really need to understand all the interdependencies all the inner working parts and how to improve that environment and continue with motivated staff and focus on providing great services to your own clients. So really it is the holistic view.</p>
<p>Martyn Warwick</p>	<p>Teresa Schlegelmann, thank you very much.</p>