



# BT MAGIE quality management

“W4 has enabled us to make gains in our service quality. We have improved our incident management procedures and from now on we bring customers a high value-added offering.”

Matthieu De Montrion, Business Unit Director, BT Consulting & Intégration

## Solution Overview

### Business sector

IT and Telecommunication Services

### Project Goals

- > Optimize customer relations in third party application maintenance contracts
  - Implement a working system
  - Set up a true quality management system
- > Bring methods and procedures into uniformity
  - Unify processes within the scope of ISO 9001 certified methodology
  - Guarantee process consistency
  - Guarantee coordination of actions

### Results

- > Productivity gains
  - Reduction of 75% in the overall validation cycle time
- > Reduced Administrative Costs
  - Data entry checking and costs (€10,000/year)
  - Printing and stationery costs (€10,000/year)
- > Implementation of incident monitoring statistics to
  - detect underlying needs
  - build up a custom knowledge base
  - refine third party application maintenance contracts

To make this an ongoing quality initiative, BT uses MAGIE. This quality management application was launched in July, 2000 to optimize the management and monitoring of incidents, modification requests, and anomalies and changes within the scope of application maintenance contracts.



### Developing with full control of technologies and methods

BT prides itself on perfect technical expertise in the most advanced tools on the market, all within an ISO 9001 certified methodological environment.

This guarantee of professionalism and quality facilitates the roll-out of systems and applications through strict, proven procedures.



## > BT : Quality Management- MAGIE

### W4: a vehicle for quality

As a provider of innovative solutions adapted to company environments, BT is expected to optimize the management of its application maintenance contracts.

BT therefore decided to set up a fully-fledged quality management system to provide

- quality monitoring of each project
- a process for detecting and dealing with anomalies (customer complaints, non-conformance, corrective and/or preventive actions).

The tool must cater for specific issues related to the company's business and organization, especially the wide variety of jobs undertaken and the specifics of these jobs: standard missions or specific projects, project/expert staff, and lastly, seasonal variations in anomalies.

BT, a W4 Platinum Partner, chose the W4 solution within the scope of the MAGIE project to optimize and manage incidents and changes.

The W4 product was a natural choice because of

- its full web and intranet native architecture
- its competitive TCO (design, implementation, roll-out, commissioning, etc.)
- its RAD methodology, making for easier management of process versions
- its dictionary mechanism for management in several languages

"We are confident partners, convinced that the W4 solution is the best response to the company's process optimization requirements," states Matthieu de Montrion, Business Unit Manager, BT Consulting & Integration.

### The MAGIE application

The MAGIE application went into service in September, 2000. Since then, BT manages the full incident management chain, from computer assisted data entry to qualification of incidents by way of anomaly processing, scheduling, and finally delivery.

The MAGIE application enables work requests to be managed (small changes, anomalies, incidents, corrections, etc.). These come from BT customers who have third party application maintenance contracts. W4 thus guarantees compliance with the procedure for handling work requests as described in the company's Maintenance Quality Assurance Plan.

After initializing the «Maintenance» project for BT customers, the MAGIE application

- manages work requests (entry, monitoring, scheduling)
- informs the various people involved in the process about the progressive status concerning anomalies
- enables summaries to be drawn up for control charts using formatted files recovered from standard office applications

The W4 solution easily handles the key characteristics of the MAGIE application:

- Vertical synchronization of folders
- Ergonomic search screens with a full text function
- Handling of multi-project assignment
- Version management
- Digitization of signatures
- Anomaly metrics and indicators
- Multilingual

### Harmonization of practices and management procedures

Not only is the power of the tool beyond question but its advanced ergonomics and flexibility have enabled very fast installation of a high added value quality procedure via the BT intranet and extranet, and this has become a source of productivity that improves the company's performance in the running of projects.

Thanks to W4, the MAGIE application gives better visibility and traceability of incidents, better management of associated lead times, harmonization of procedures for coordination and consultation between the various people involved.

#### About BT

With presence in over 140 countries, BT is a provider of networked IT services. Its ambition is to become the trusted partner of major corporations.

We bring BT our know-how, which goes beyond networking to include consultation and IT and telecommunication services, thereby enabling the customer to extend, optimize, and secure its activities.