



telecom^{nz}



ABOUT BOI

BOI stands for Business Opportunities and Improvements—it revolves around the concept of using evidence based decision making to improve the results that your company experiences from large complex IT&T capital investment decisions.

FEEDBACK

“The whole process demonstrated the results you can get by having a smaller team focused on the end results. Overall the exercise showed the power of getting the right people in the room. It was successful because it is less constrained than the existing delivery process. I’m a huge supporter of the feasibility approach. The results validated the approach and we need more of it.”

C.D. – Head of Retail Technical Consulting

“We are now working more collaboratively, but I think the big win was actually getting options on the table with some metrics behind it in terms of being able to make choices, and that was a really, really big win.”

M.H.— Head of Home Office Transformation

Telecom NZ

As one of New Zealand’s largest suppliers of telecommunication and technology (ICT) services, Telecom NZ operates in a unique and challenging competitive and regulatory environment. DBS Consulting worked with Telecom’s Retail CIO team from late 2009 and throughout 2010 to provide specialist consulting services that led to the identification of over NZD\$140m of benefits realisable via business process re-engineering and enterprise-level IT investments.

To identify the business opportunities, and achieve the resulting benefits and business improvements, DBS managed a number of collaboration work-streams and prepared multiple investment and decision-support “feasibility” reports. The resulting collateral was used to help write a number of business cases to provide key support for Telecom NZ to replace significant portions of their back-office core IT stack, whilst going through their most significant business transformation process to date. Throughout this process DBS worked with internal and external parties to manage and improve the IT delivery culture whilst achieving higher levels of collaboration from Telecom’s IT services and solution partners.

The BOI process empowers customers by providing relevant tools and information needed to capture the greatest possible benefits from large IT capital investment projects. BOI feasibility studies enabled Telecom to identify over 343 “wins”, choice of over 14 different vendor solution options, assistance with five very large capital investment evidence-based decisions - all within a very short time frame and also identified a significant number of operational savings achievable immediately without capital investment.

DBS Consulting and the BOI process reduce the stress and anxiety that typically accompany large IT capital investment decisions, by helping our customers fully understand and navigate the inherent risks and complex issues in any high risk endeavour.