

# TRANSFORMING A COMPLEX ORDER PROCESS INTO A REAL COMPETITIVE ADVANTAGE



Colt Technology Services is a UK-based company that provides integrated network, data centre, voice, and IT services in 22 European countries. In the late 1990s, Colt was experiencing rapid growth, but when the so-called dot.com bubble burst, and customers no longer had as much cash to spend, the company needed to find new ways to reduce costs and operate more efficiently.

Colt established a back-office in India and selected XTRAC® workflow automation as a way to electronically scan and route paper-based invoices and claims from dozens of European cities to the new operation centres. Colt also integrated XTRAC into its client-facing workflows in order to reduce the cycle time of complex work orders, including the creation of new data centers and requests to increase bandwidth, connect more offices, or add data storage.

Prior to implementing XTRAC, Colt processed most work orders in sequential order, with a heavy reliance on email communications. This often slowed progress, as associates in one part of the company could not move ahead with their portion of a project until they received notification from another associate.

By using XTRAC, Colt was able to initiate parallel processing. While a particular work order will be assigned a “parent” work item within XTRAC, dozens or even hundreds of “child” work items are also generated. A detailed audit trail enables associates to ascertain the current status of a project, complete their portion of the work, and update the audit trail in real time.

As a result, Colt has been able to dramatically shorten time to delivery, saving the company a considerable amount of money while improving customer satisfaction.

**XTRAC**  
SOLUTIONS<sup>SM</sup>

# COLT TECHNOLOGY SERVICES

Colt Technology Services is a UK-based company that provides integrated network data, data centre, voice, and IT services in 22 European countries. Its customer base ranges from midsize to large, multi-national businesses, as well as a number of small enterprise customers reached through partner relationships.

## CHALLENGE

Managing complex information technology projects across multiple locations in Europe and Asia.

## SOLUTION

Use XTRAC® to manage orders from new and existing customers for multi-faceted information technology projects.

## HOW XTRAC® HELPS...

**Route Work Efficiently**—Colt has established automated workflows within XTRAC that scan paper-based invoices and expense claims from dozens of European cities and delivers them electronically to back-office operations located in India for processing.

**Speed Service Delivery**—Using XTRAC, Colt is able to “parallel process” a range of complex work orders—including the creation of new data centers and requests to increase bandwidth, connect more offices, or add data storage—to reduce cycle times. This dramatically speeds service delivery by breaking down workflows into “parent” and “child” work items and enabling teams to complete work not dependent upon other items.

**Create Visible Audit Trail**—XTRAC creates a detailed audit report that allows associates to ascertain the current status of a project, complete their portion of the work, and update the audit trail in real time.

**Improve Customer Service**—XTRAC is integrated into Colt’s client-facing workflows. Work orders are handled quickly and efficiently so customer requests are processed sooner.

## WHAT PEOPLE ARE SAYING

### Manage Complex Workflows:

“Each new order for business data services has the potential to be a major project with many additional sub-projects. For example, a project might require us to dig up a road, consult with a client’s landlord, obtain local permits, install physical equipment, and configure backbone connections.”

—Patrick O’Hara, Programme Manager at Colt

### Streamline Operations to Improve Customer Experience:

“XTRAC helps us deliver our services as quickly and efficiently as possible. The quicker we complete a work order, the happier the customer is and the sooner we can start generating revenue from that customer. Anything we can do to further streamline our operations will have a positive impact on our customers and, ultimately, our revenues and our bottom line.”

—Patrick O’Hara, Programme Manager at Colt