

# Case Study

## Mobile TeleSystems OJSC (MTS)



### CHALLENGE

- Describe existing business processes
- Model the processes with reference to corporate rules of procedure
- Adopt the model into a real IT environment

### SOLUTION

- Automatic generation of rules of procedure directly from the processes map
- A bi-directional bridge between Casewise and Microsoft Visio

## Mobile TeleSystems OJSC (MTS) Enterprise Architecture Optimization

### Profile - Methodology & Business Processes Corporate Development Department of MTS

The Methodology and Business Processes Corporate Development Department of MTS responses for providing the true, up-to-date pattern of the company's architecture, process structure, business processes, planning or setting the corporate documents while searching for ways and means to their improvement.

Given that the business environment changes very quickly and new tasks appear every day, the decision was made to find and apply a modeling tool which could provide the most easy valid way of effective business processes managing. The Casewise Corporate Modeler Suite was recognized as being one of the most flexible and reliable modeling tool for MTS.



FORS Development Center, a leading Russian IT-company and sole Casewise Partner in Russia and the CIS, provided MTS with consultancy services, training, support and assistance in the implementation methodology of Casewise solutions. The joint MTS-FORS team was focused on the following tasks:

- Rules of procedure - the automatic issue of the departments corporate regulations
- Processes Map - automatic upgrade of the MTS structure model and process maps
- Integration - the integration of the created models within the Portal
- Enterprise Optimization - based on the relevant information on the company structure, processes and responsibilities.



### Company Profile

Mobile TeleSystems OJSC ("MTS") is the leading telecommunications group in Russia, Eastern Europe and Central Asia, offering mobile and fixed voice, broadband, pay TV as well as content and entertainment services in one of the world's fastest growing regions. Including its subsidiaries the Group serviced over 102.4 million mobile subscribers in Russia, Ukraine, Uzbekistan, Turkmenistan, Armenia and Belarus, a region that boasts a total population of more than 230 million. MTS has been listed on the New York Stock Exchange since July 2000 and trades under the ticker MBT. According to Informa Telecoms & Media's World Cellular Information Service, MTS ranks as the 9th largest operator in the world by proportionate subscriptions at the end of 2009. The strength of the brand was recognized internationally in 2008, when MTS became the first and only Russian company to enter BRANDZ™ Top 100 Most Powerful Brands, a ranking published by the Financial Times and Millward Brown, a leading global market research and consulting firm.

<http://www.mtsgsm.com/>

## Challenge

The challenge was to describe the existing processes and to compose a model of them “as they ought to be” with reference to corporate rules of procedure. The task was further complicated given that the existing processes needed to be analyzed and improved and not just visualized. The processes could then be audited and continually enhanced resulting in the transformation of the formal model description into a real IT infrastructure.

## Solution

To achieve the targeted goals, the team developed the basic functionality of the Casewise product portfolio, and transformed it into a customized, ready-to-use solution designed for the specific tasks amongst which were:

- A Reports Generator for the automatic generation of the rules of procedure straight from the processes map
- A Logger for recording the users' actions with Casewise tools
- V-Modeler for bringing changes, and transferring the models from Casewise to Visio and vice versa.

Amongst the items created were:

- More than 300 processes regulations, including 34 applied directly to the IT systems (Access Management Systems, Processing of the Demands for IT Systems Changes etc...)
- Around 30,000 different visual objects
- Specially designed templates which help to accelerate tasks.

---

## About Casewise

Established in 1989, Casewise provides software and consultancy solutions for Business Process Analysis, Business Process Management, Enterprise Architecture and Governance, Risk & Compliance purposes to many of the world's leading organizations.

With clients in more than 40 countries, our enterprise modeling solutions enable teams to visualize, understand, analyze, improve, audit and continually enhance complex operating processes and IT infrastructures.

With offices in London, New Jersey, Stamford, Paris, Brussels and Frankfurt, and a global network of resellers, Casewise provides the right knowledge and support to help organizations of all kinds make informed decisions and achieve success by design.

*Accelerating Growth - Reducing Risk – Increasing Profitability*

[www.casewise.com](http://www.casewise.com)

## Results

“The main result of the project was that due to the Casewise toolsets capabilities we got a relevant model of our company activities, including business processes and organizational structure patterns and the map of the processes in real time which in fact is a key tool for the management of the processes”, comments Ilya Rybakov the Head of the Methodology and Business Processes Corporate Development Department of MTS.

The Casewise toolset is now accepted as a corporate MTS standard for the processes management for the Group.

## Why Casewise?

- Unbeatable flexibility
- Easy in training and modeling
- Compatibility with the most popular program tools
- Powerful modelling and publishing capabilities.

