

Case Study: Telewest

Controlling customer services for leading cable TV supplier

Client Overview

Telewest has grown from a regional to a national provider of telephony, Internet access and broadband television service. Clients include SMEs, Government departments and major corporations.

Scenario and Challenges

The Business Division of Telewest sought to change its quality culture after five years of rapid growth. Good business processes were needed to maintain levels of growth while attaining outstanding customer service. The plan was to gather the existing processes, rationalise them, improve them, benchmark them against other world-class organisations and then roll them out across the company. A paper system was almost impossible to make work.

Solution

A software system that could be used to standardise and continuously improve their business processes in a user-friendly format. control satisfied all the division's criteria and enabled the individuals who carried out the activities to take ownership for the processes themselves.

Results

- Standardised business processes
- Continuous improvement is happening on a daily basis
- Improvement exercise more efficient and time effective

Relationship

"When I saw what control could do I was astounded," says Alan Watt, head of quality and process development at Telewest Business Services. "Not only could it do everything I wanted it to, but it also enabled me to give the processes back to the people who use them."

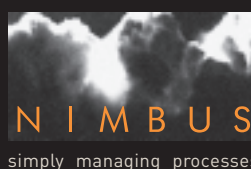
Future

Telewest's Business Division will continue to use control to meet project deadlines and to drive forward a new culture of ongoing assessment and improvement. Telewest Consumer Division and Network Division have both embarked upon implementing the software.



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