

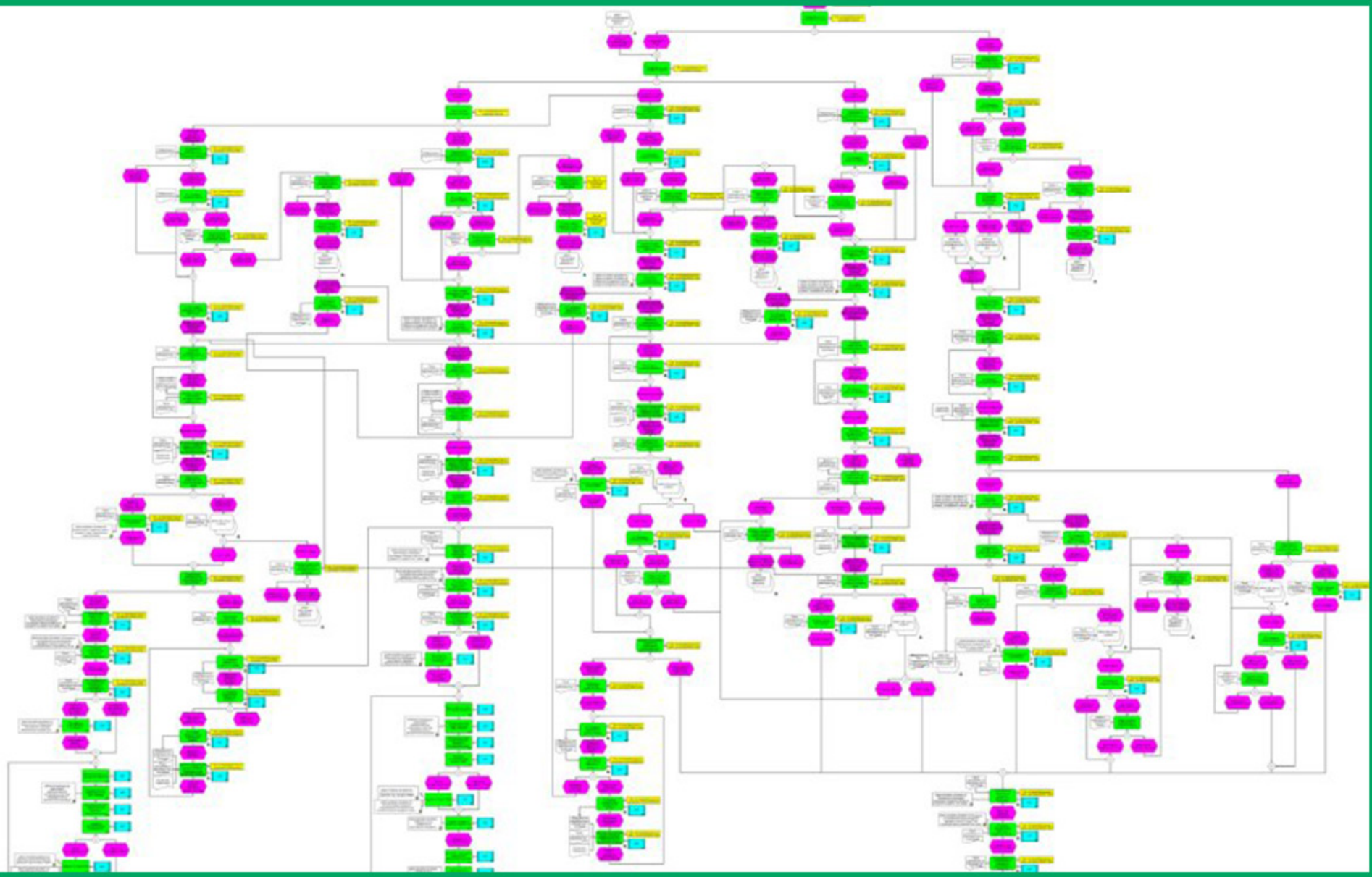


ONE TEAM – ONE BSS

TELCO CTO SUMMER SUMMIT 2017

May 2017

MEGAFON



Project #1 – Unified Billing



2000+ processed business requirements

3500+ pages of project specifications

1700+ employees

500 IT sub-systems

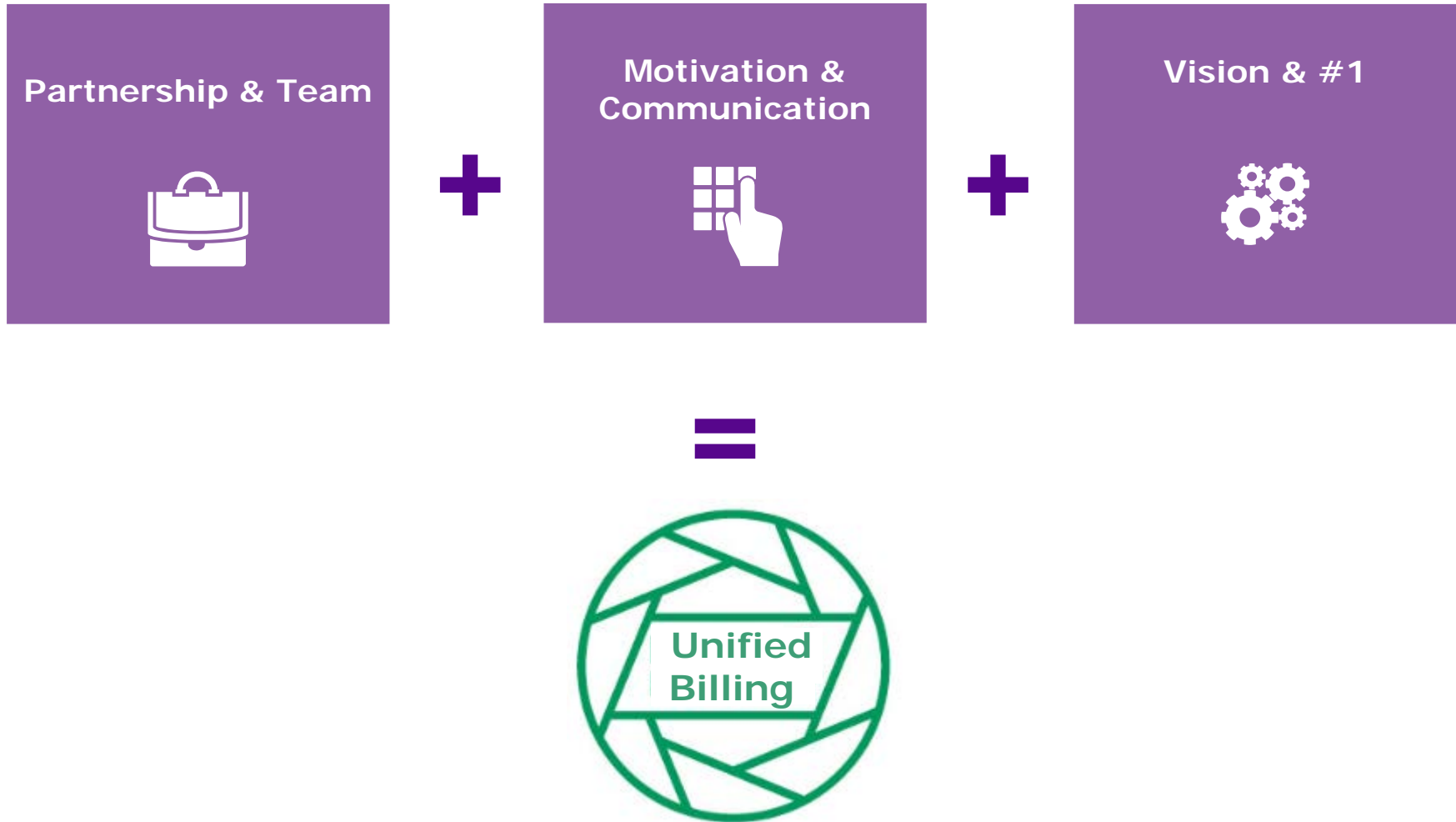
139+ business-processes

PROJECT GOALS

- 1 Reducing time-to-market of new products
- 2 Centralized coordination of new business initiatives
- 3 Piloting new functionality to differentiate our services
- 4 Improving customer experience
- 5 Business-transformation
- 6 Predictable and controllable total cost of ownership

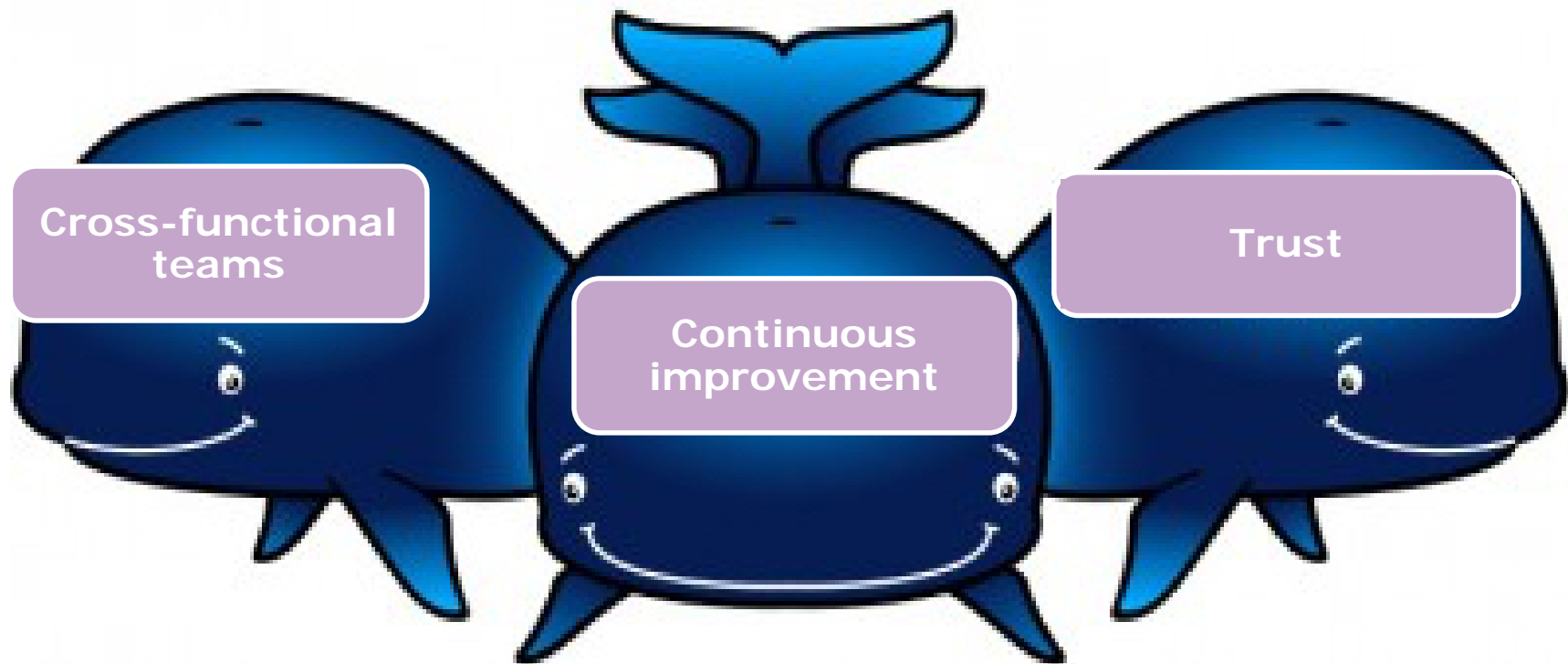


We believe that the project's success depends on three key elements





Successful partnership between MegaFon and Peter-Service is based on the following elements





Motivation + Communication



Internal communications



PMO Status/Lead/ER



Weekly digest



Events



World of Game



Vision & #1



Systems are secondary,
relationships matter most





Project #1 is really
project #1, including TOP

Though, not everything is that simple...







Not all our initiatives worked as planned

What worked well

-  HR-partner is an active participant
-  Ecosystem of tools within the vendor< >user partnership
-  PMO – **P**roblem Management Office
-  Customer experience

Didn't work well

-  Large executive committee
-  Part-time teams
-  Trusting the traditional instruments
-  Trying to do things that we are not experts at