

Success Story

# 1&1 – Business / IT Alignment in Telecommunications



“We were amazed by the acceptance of the Signavio Process Editor amongst the users. This is an advantage which only few software products have.”

Martin Petry, Expert Business Process Management,  
1&1 Telecommunication SE

By using the Signavio Process Editor, 1&1 is addressing one of the main challenges in the dynamic market of telecommunication service providers: the collaboration between business and IT department.

For a continuous improvement of end customer processes, 1&1 is focusing on BPMN 2.0 with Signavio and the integration of the process engine jBPM and Camunda BPM. The business unit agrees upon the processes which are subsequently transferred to the IT department. It, then, adds technical configuration details – everything within one tool.

### Signavio Process Editor

The segment of DSL end customer products is affected by strong competition and a complicated regulatory environment. This is the reason why excellent customer satisfaction is a main strategic goal for 1&1.

1&1 aims at achieving a high degree of automation as well as superior flexibility of the processes which primarily benefit their customers. Therefore, the jBPM and Camunda BPM process engine serve as basis for application development.

Generally, process improvement projects start with the design of the processes in the business units. Here, Signavio offers a solution for standardized and consistent documentation of the processes. The tool enables the involvement of all participants in the process organization.

The total number of modeling users at 1&1 are in the high hundreds. By offering a discussion functionality as well as comprehensive means for analysis, Signavio is facilitating professional business process management at 1&1.

Additionally, the dictionary of the Signavio Process Editor enables the maintenance of reusable model objects such as IT-systems. In general, process modeling with this tool is perceived as very intuitive. The familiarization with auto-completion and other editor functions took place rapidly.

All relevant documents can be accessed across locations. This leads to an increased transparency and streamlined processes.

At 1&1, the IT environment incorporates Windows computers as well as Linux workstations. For this reason, the platform neutrality of the BPM tool was an important requirement.

Using the Signavio Process Editor, the process landscape is created and managed only by the use of a modern web browser. It can be implemented in any technological environment smoothly.

### At a glance

- › Process design on the business level across departments
- › Process landscape links both EPC and BPMN 2.0
- › Process models are the basis for Requirements Engineering
- › Automation of BPMN business processes using jBoss jBPM and Camunda BPM

The Signavio Business Transformation Suite has been available since April 2017. Signavio Process Manager unites Process Editor with Decision Manager. These are joined by Signavio Workflow Accelerator and Signavio Process Intelligence as part of the Suite.



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