

Success Story

Continuous Process Improvement at T-Systems MMS

T-Systems



“[...] We could improve and accelerate our CIP after connecting all participants.”

Sherwin Towfighian,
T-Systems Multimedia Solutions GmbH

T-Systems Multimedia Solutions GmbH provides a large selection of information and communication technology (ICT) consulting & innovation services to multinational organizations in both the public and private sector. The Signavio Process Editor is a powerful BPM solution that aided T-Systems Multimedia Solutions in its Continuous Improvement Process (CIP) efforts with their BPM project "PoMS 3.0" (process orientated management system 3.0).

Signavio Process Editor

T-Systems Multimedia Solutions set the PoMS 3.0 project in place to represent and document their standardized business processes so that every employee can easily access them. A central process platform serves as a form of aid and reference for the company. These processes help the employees ensure efficient productivity, especially in times of significant company growth. T-Systems Multimedia Solutions considered a full spectrum of process modeling tools with the most important qualifier being obtaining a tool that integrates the best with their intranet. After a comprehensive product comparison including more than 16 different vendors, T-Systems Multimedia Solutions chose the web-based Signavio Process Editor.

Signavio proved to support the PoMS 3.0 project's documentation and continuous process improvement goals for all departments. The project was created to provide management with a tool to continually respond with better business decisions quickly and accurately. The integrated process portal serves as the central platform for the new process management initiative. All process participants benefit from being connected with the Signavio Collaboration Portal. With its simple handling and intuitive design,

the Signavio Process Editor helped all employees accept the new process models.

All processes are always available for everyone via the Collaboration Portal which is integrated into the intranet. T-Systems Multimedia Solutions realized the tremendous benefit of obtaining and incorporating suggestions early in the process. By using the BPMN 2.0 core elements it was possible to create consistent, understandable, and reusable process models for the organization. Signavio's innovative comment function was another winning feature in T-Systems Multimedia Solutions' decision since it allowed for collaborative process design.

Today, every T-Systems Multimedia Solutions employee can create and design company value chain processes. Each employee has an inside view of the processes and can see that their contributions are actually incorporated into the final processes. The Signavio Process Editor convinced the T-Systems Multimedia Solutions employees with its clean design and creative collaboration concepts. The employees understood the importance of this initiative and they definitely appreciated the tool.

The T-Systems Multimedia Solutions BPM project "PoMS 3.0" won the PEX Award for Process Excellence Innovation in 2013.

At a glance

- › Continuous Process Improvement
- › Intranet integration
- › Corporate adoption
- › Usage of Collaboration Portal
- › PEX 2013 Award Winner

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Try out the Signavio Process Editor with a 30-day free trial.

[signavio.com/try](https://www.signavio.com/try)

Do you have any questions? Feel free to contact us by phone or send us an e-mail.

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