



CASE STUDY

Connecting Continents:
STL Partners with Valenta
for Transformative Entry
into the UK Telecom
Industry**STERLITE TECHNOLOGIES LIMITED – BRIDGING BORDERS, BUILDING SOLUTIONS**

INDUSTRY:
Telecommunications



LOCATION:
United Kingdom



CHALLENGE:
Establishing a strong
business model and
standard operating
procedures for entering
the UK telecom industry



SERVICES:
Consulting, Defining the
Operating Framework,
Role Bifurcation

Applications Used

BHOOMI
STL In-house PM Tool

Google Drive

Office

SurveyMonkey
Customer Feedback Tool

Valenta Empowers STL's Seamless Entry into the UK Telecom Industry with the development of a comprehensive operating framework defining Model Business Processes for key functions for the UK entity.

Success Highlights

Streamlined processes, made provision for effective integration with technology, defined a robust vendor management mechanism, established accountability and reporting frameworks, and created a comprehensive knowledge repository.

Background

STL (Sterlite Technologies Limited) is a leading global optical and digital solutions company that designs and manufactures advanced offerings for 5G, Rural, FTTx, Enterprise, and Data Centre networks. With a mission to 'Transform Billions of Lives by Connecting the World,' STL provides innovative solutions in Optical Connectivity, Global Services, and Digital Technologies, serving telecom operators, cloud companies, citizen networks, and large enterprises in over 100 countries.

Business Requirement

The client was establishing its footprint in the UK Market and required, a model business process framework that STL can rely on. The operating framework needed to be robust with emphasis on standard operating procedures, role definitions, and establishing key metrics for gathering business intelligence. The exercise also had to ensure effective integration of existing technology infrastructure while making adequate provisions for new tools and systems. Further creating a robust vendor management framework was critical to align stakeholder expectations and create a strong supplier network. Efforts were also geared to effectively allocate responsibilities between the Indian and UK entity in the case of cross-border teams.

Approach

Valenta worked closely with the STL team to design key processes for core and support functions, while ensuring alignment with industry standard and best practices. Efforts were geared towards integrating / making provisions for existing and upcoming systems and defining a mechanism for continuous monitoring and reporting.

To develop the comprehensive operating model, model business processes were defined for the following areas in scope:

Design

Deployment

Project Management Office

Business As Usual

Finance

Procurements

Sales

Contracts Management

Key Elements Of The Engagement

- **Design:** Valenta worked closely with STL business unit leads to define and establish standard operating procedures for core and support functions, ensuring alignment with industry best practices.
- **Deployment:** Workflows ensured effective deployment by identifying key stakeholders, cross-functional dependencies, and an assessment of the existing/upcoming system requirements. A roadmap was also provided to ensure a phased implementation, allowing for smooth integration without disrupting ongoing operations.
- **Project Management Office (PMO):** A robust PMO framework was established to streamline project execution, create communication channels, monitor progress, and communicate effectively with all departments.
- **Stakeholder Mapping:** Identified the key stakeholders both internal and external to the organization to understand and align expectations. This served as a baseline for process and communication design.
- **Vendor Management System:** A strategic approach was adopted to build a strong vendor management system critical to business operations. This involved defining clear protocols for vendor identification, selection, management communication, and evaluation to ensure optimal partnerships.
- **Accountability and Reporting Frameworks:** Created cross functional accountability frameworks defining key roles and responsibilities, communication mandates. Further, reporting channels and key performance indicators were mapped to gather adequate business intelligence for effective decision making.
- **Knowledge Repository:** The documentation of the operating model emphasizing standard workflows would serve as a repository for future reference, while laying a baseline for continuous improvement whereby suggestions can be ideated and then deployed using this as a foundation.

Business Outcomes & Results

The collaborative efforts between Valenta and STL led to a robust operating model that would allow business unit heads to focus their resources on core operations while the processes worked for them smoothly in the backend thereby setting up STL for success in the UK telecom landscape.