

KPN TELECOM REDUCES COSTS AND SPEEDS TIME-TO-MARKET WITH KPMG CONSULTING'S CONFIGURE TO FIT® INTEGRATION APPROACH

KPMG Consulting and KPN Telecom, the leading telecommunications provider in the Netherlands, created, in a joint effort, an integrated business and operations support architecture. This architecture facilitates automated, reliable, and scalable enterprise management for its new business line, Ecapacity Solutions. KPN Telecom delivers local and long-distance telephone, Internet access, data, and multimedia services over its extensive fiber optic network.

To provide for its growing suite of IP data services, KPN Telecom decided to launch an automated and integrated business support system/operations support system (BSS/OSS) IP-VPN using KPMG Consulting's Configure To Fit (CTF) architecture. Based on this architecture, KPN Telecom was able to offer its wholesale customers a secure IP-VPN solution in 2001, meeting the market demand. In 2002, KPN Telecom will expand its IP-VPN product offering by offering multiple-site VPN connections with broadband, leased line, Ethernet, and dial-in access to its medium and large business enterprise customers based on this same proven platform.

CTF incorporates commercially available applications as well as legacy applications integrated with client-specific business processes to create a solution customized around specific customer needs. Working with KPN Telecom, KPMG Consulting built an integrated BSS/OSS around the enterprise application integration (EAI) architecture provided by our alliance partner, TIBCO Software, one of the leading providers of real-time infrastructure. By streamlining and automating business processes to deliver KPN Telecom's VPN services, we helped KPN Telecom:

- Reduce costs
- Enable effective operations
- Eliminate error-prone manual processes
- Manage the validity of data objects and process sequences
- Enable controlled recovery and rollback

KPMG Consulting offered a platform that could be customized to support customer service operation processes, service assurance processes, service level agreement (SLA) metrics collection and compliance processes, third-party installation management processes, reporting processes, advanced billing processes and presentment, and invoice legacy system integration.

CONFIGURE TO FIT: OUR ACCELERATED APPROACH TO SYSTEMS INTEGRATION

CTF, KPMG Consulting's solutions delivery approach to systems integration, provides a multi-vendor systems integration architecture framework leveraging EAI, along with a proven implementation methodology and extensive asset base, to facilitate the integration of business organizations, processes, and systems. The CTF framework can help organizations define and integrate business processes across a variety of business functions by utilizing KPMG Consulting's best practices, experience, knowledge, and asset repository. Our CTF architecture framework provides:

- Rapid definition, configuration, and delivery of differentiated services
- Increased ability to respond and adapt to change by allowing integration of new components and applications
- A workflow engine integration approach to control and track the flow of data across applications
- Our best practices for business process and technology integration
- Streamlined business operations delivery that can increase scalability and help reduce operating costs

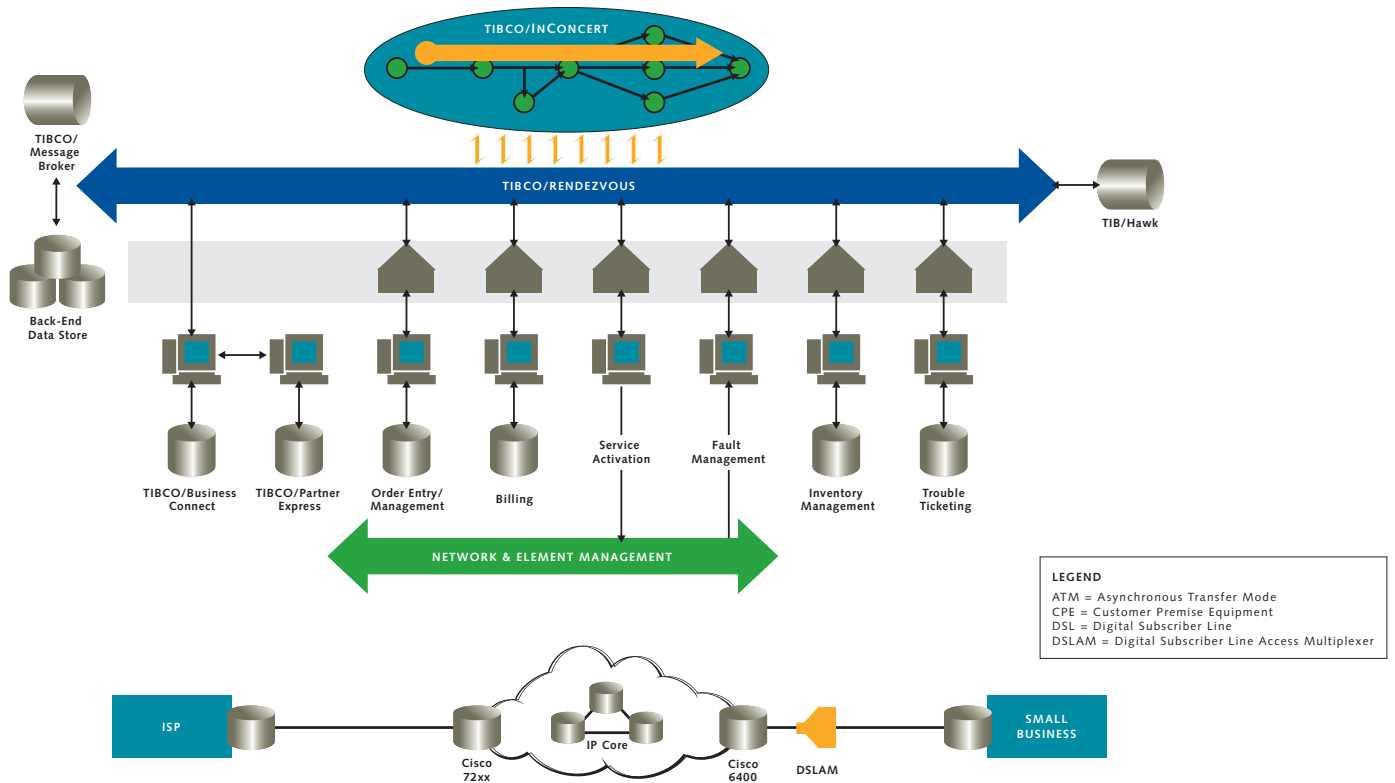
DELIVERING A CUSTOMIZED ARCHITECTURE TO MEET REQUIREMENTS AND CREATE COMPETITIVE ADVANTAGE

To support KPN Telecom's need for workflow-based provisioning, KPMG Consulting used our CTF architecture customized for KPN Telecom's selected applications and specific business processes. Specifically, the KPMG Consulting team reviewed the existing business architecture and developed the business requirements, order management, billing, incident management, and reporting process definitions. In addition, we developed a detailed design that included an architecture blueprint, workflow diagrams, process and task definitions, external interface definitions, and data object models.

This IP-VPN solution for KPN Telecom uses the CTF framework and integration methodology along with the TIBCO EAI product suite to integrate BSS/OSS applications for order entry/management, billing, trouble ticketing, fault management, inventory management, reporting, and service activation. KPMG Consulting integrated these applications to create an end-to-end solution through the use of adapters and flow-through service process overlays that build on our CTF core components and the TIBCO/InConcert workflow applications suite. Process overlays spanned "order-to-cash" flow-through scenarios, as well as order-service-billing incident management capabilities. We also incorporated a Web-enabled B2B interface to facilitate automated work-order protocols with enterprise trading partners, as well as Web-based ordering, status, incident handling, and billing exchange with customers.

In addition, KPMG Consulting designed the customer support organization, including roles and responsibilities, staffing level analysis, and training plans, and provided production support, documentation, and knowledge transfer.

KPN TELECOM EPACITY IP-VPN SOLUTION



FOCUS ON ACCELERATED IMPLEMENTATION AND RAPID RESULTS

By employing our CTF approach to systems integration, we helped KPN Telecom reduce the time required to integrate its enterprise architecture from two years to 12 months. With the backbone to support automated provisioning in place, KPN Telecom could launch its IP-VPN Services product more quickly than services it introduced in the past. Using this platform and approach, KPMG Consulting helped KPN Telecom realize the following benefits:

- Reduction of order-to-activation time from six to two weeks
- KPN Telecom market-unique customer ordering via Web/B2B connection efficiency

- Efficient trading partner management via Web-enabled B2B interfaces
- Accurate SLA metrics measurement
- Online billing information review based on automated billing
- Visibility into system performance, problem notification, and resolution monitoring
- Automated BSS/OSS workflow systems that enabled reduced customer-care-organization staffing levels

This new platform also positions KPN Telecom to achieve faster time-to-market when launching future products. In addition, the new platform will support more robust product offerings by providing the necessary service-support capabilities. These include:

- Complex order handling/product customization
- Manual and automated processes step support
- Interrupts and rollback capability
- Resource leveling and scheduling capabilities
- Polling or condition-based processing
- Business rules-based interface or process customization
- Scalability for dynamic market growth
- Support for various event services

With the commercial pilot launch of IP-VPN in September 2001, and the full-service commercial launch in December 2001, KPN Telecom has now established itself as the IP-VPN wholesale service of choice for the xSPs and small- to large-scale business enterprise market in the Netherlands.

THE BENEFITS OF WORKING WITH US

KPMG Consulting is one of the world's most respected business advisors and systems integrators. We build enduring relationships with our clients by helping them create new business models and innovative solutions, enabling organizations to leverage technology for stronger return on investment and enhanced service to their customers, vendors, and employees.

From business systems strategy to implementation, we combine our industry knowledge with technology experience to deliver results-focused solutions quickly. By partnering with technology leaders, we provide leading business and government organizations around the globe with best-in-class solutions across every industry segment.

THE NEXT STEPS

If you would like to learn more about how we can help your organization, please contact us at 1-866-FOR-KCIN (1-703-747-6748 from outside the US and Canada) or visit our Web site at www.kpmgconsulting.com.



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