



Camunda BPM at Hutchison Drei Austria

- Upgrading cell phone masts to LTE
- Integration of Camunda BPM in just four months
- Mapping of the entire conversion process

The Background

Hutchison Drei Austria GmbH is a fully owned subsidiary of CK Hutchison Limited in Hong Kong. In May 2003 – under the “3” brand – Hutchison Drei Austria GmbH and Hutchison 3G Austria GmbH launched the first UMTS-only provider in Austria. Drei wants to make its customers’ lives easier by providing the best direct access to the most modern technology and the digital world. Drei considers mobile communication an integral part of everyday life that should be affordable for all Austrians. Services offered by Drei include HD-quality voice telephony and mobile broadband Internet. The company also offers numerous multimedia services such as 3MobileTV, provided through the strongest network in Austria. Drei’s customer service received a “very good” rating for availability and quality of information in a test carried out by the magazine *Konsument* (May 2015). Since 2015, Drei has had

the largest LTE network in Austria and was the third-time overall winner of the independent industry magazine *connect’s* test (January 2016 issue). Drei completed its takeover of Orange Austria on January 3rd, 2013 and has been the third-largest mobile communications provider in Austria since June 30th, 2015 with 3.7 million customers.

In April 2014, Hutchison Drei Austria GmbH began automating business processes with Camunda BPM.

The following interview was carried out with Bernd Loacker, senior head of radio access network at Hutchison Drei Austria GmbH, and Marco Dworschak, managing director of BPMasters GmbH.

The Challenge

“In October 2013, following the takeover of Orange, we were about to launch the target network migration project. The

aim was to convert 5,500 cell phone masts, upgrade them to LTE, and to decommission a further 3,500 within the planned project duration of 18 months.

Due to the takeover, we had to harmonize our processes and document uniformly, and we wanted to significantly increase the level of process automation. Parts of our process landscape were automated to different degrees in different IT systems. At this point, there was no comprehensive management system.”

Why Camunda BPM?

“In October 2013, we decided to carry out the target network migration project according to the principle of the process-oriented project management concept from BPMasters. We started by documenting our business processes in BPMN 2.0 and, at the same time, evaluated the available software solutions in

order to implement the planned process automation. We analyzed various enterprise solutions that were in the market, all of which required a very high initial investment and were mostly rather heavyweight. In Camunda BPM we found a very lightweight solution that, moreover, we could integrate relatively easily into our existing tool landscape. Another key advantage was that we decided at the outset to use the Community Edition. Our trial incurred no license fees and the extensive documentation meant incorporating the software developers was also manageable.”

The Challenge

“The biggest challenge was the implementation schedule. We commissioned BPMasters to implement our business processes in Camunda BPM in April 2014. The solution is so lightweight that

we were able to integrate Camunda into our existing inventory system, continue using the existing user interface, and deploy the first processes in the engine within just four months.

Our first processes covered the entire conversion process from the site planning, obtaining the necessary regulatory approvals, the physical conversion, remote integration of the system technology into the network, and the inspection and approval of the construction for an entire site.

Therefore, our process instances had a very long duration. Combined with the extreme time pressure and the resulting very short development cycles, this presented us with the challenge of migrating running process instances to new versions. That was not always easy, but we were able to complete the migration successfully.”

The Impact

“Employing process-oriented project management with support from Camunda BPM enabled us to achieve our ambitious goals. By adhering to the network migration schedule, the network was rebuilt in time for the important *connect* test, which we won this year for the third time.

During the project, the organization enjoyed the process-oriented work and the Camunda process engine. After the project was completed, we therefore immediately started incorporating all our critical technical processes into the Camunda engine. We will integrate the process engine in our department division for the long term.”

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