

NTT Com Asia Case Study



The Challenge

- § NTT Com Asia is a subsidiary of NTT Communications, the international and long distance arm of NTT (Nippon Telegraph and Telephone Corporation). The head office of NTT Com Asia is based in Hong Kong and it manages the business travel expense claims and company leave request for offices in China region. NTT Com Asia wanted to optimize its claim requests handling process and obtain full control over their resolution in order to provide internal staff with the best service and transparency levels in the workflow approval processes.
- § NTT Com Asia needed a unified web-based business process management application that makes company approval request workflow and information available to employees across the China region.
- § The new approval workflow application would have to provide employees with standard processes, and yet reflect each location specific legal, currency, and language requirements.
- § NTT Com Asia also had the strategic objective of ensuring that the new application would be continuously aligned with the business, allowing for future changes to be easily implemented, supporting the company's planned growth.

The Solution:

After evaluating several technologies and vendors, NTT Com Asia selected the ATPATH Automation Server (aka. ATPATH BPM Server) to deploy the business travel expense claims and company leave request workflows. The solution helps the company in the following areas:

- § Different departments from different locations can handle claims and submit / approve work even staff are not necessary located in the same office. As the company expands, workflow project scope can be extended with no business or technological impact.
- § Provides standard end-to-end resolution flows which are tailored to specific regional requirements such as multiple languages and currencies.

- § Includes management and operation reports to provide NTT Com Asia staff with detail information such as number of claims, their approval status and progress.
- § Allows digital file upload, ensuring that each process is fully documented. Users' actions are logged and fully traceable.
- § Centralizes all information related to claims handling, regardless of their nature, location of the people and all participants involved.
- § Fosters collaborative work between offices and departments, simplifying and accelerating the resolution of teamwork.
- § Ensures full information alignment across departments, eliminate duplicate and error prone administrative tasks.

About NTT Com Asia

NTT Com Asia is a subsidiary of NTT Communications, the international and long distance arm of NTT (Nippon Telegraph and Telephone Corporation). It is NTT Com Asia's mission to offer necessary infrastructure for enterprises to develop globally and strengthen their competitive edge. NTT Group has more than 100 years of communications experience and approximately 200,000 dedicated professionals around the world.

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