



Project Reference

Ref-ID
01

Vertical

Duration

Team-Size

Telecommunications
(mobile: pre- postpaid)

18 month

1 x business owner, 1 x product owner, 1 x SCRUM master, 1 x process analyst, 6 x developer, 2 x integration, 3 QA, 1 x transition, 2 x operation FTEs

Project Summary

Complete system architecture redesign to meet requirements for new SEPA payment details (incl. direct debit processing)

Project Scope

Change payment process for 5 branded sales partner / service provider to adapt requirements for SEPA in an B-to-C environment, including outbound communication, bank interface, establishing mandate management (for direct debit payment) and customer migration

Project Details

- change payment/mandate details in core CRM systems and application GUIs
- implementing mandate management (i.e. mandate creation, termination, prenotification, bank communication and response management) for direct debit payments (SEPA core direct debit)
- adaption of outbound communication content and process: Web, Email, SMS, letter
- adaption of interfaces: bank interface (DTIN/DTAUS to .xml), web application interfaces, interface change to/from document management provider, change interface to/from logistic partner, change interface to/from customer validation partner, bank data validation and conversion tool
- direct debit and refund rejection management - receipt of payment management
- adaption of related processes (i.e. signup, termination, dunning, . . .)
- migration of existing customer bank data to IBAN / BIC, migration communication and initial mandate management for existing direct debit customers

Project Roles and Responsibilities of CreamusPretia

Project phase I: Process analyst

- analyse existing payment processes and define target SEPA processes
- analyse existing outbound communication and adapt to required SEPA outbound communication
- create workinstructions for customer care agents for new SEPA processes

Project phase II: SCRUM master, product owner

- facilitate and coordinate development activities in an agile project setup
- define user stories (development requirements) and acceptance criteria
- provide and present management reporting including project progress and project budget burn

Project phase III: business ownership

- define business requirements and accept/decline development results