

Business Class Engineering

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Enterprise Architecture

What did it mean to Time Warner Cable Business Class?

- **One Vision**
- **One Strategy**

Who or what changed to ensure it's success?

- **One Team**
- **One Technology Philosophy**
- **One Process**

Enterprise Architecture

One Vision

- **Streamline people, process and technology to better deliver our Voice and Data Business Class Service.**

One Strategy

- **Build a seamless Enterprise network which brings end-to-end provisioning and visibility into one Enterprise team and allow this team to govern process, procedure and ultimate customer experience.**

Enterprise Architecture

One Team

- **Time Warner Cable Business Class Engineering and Operations.**

One Technology Philosophy

- **Ethernet, MPLS based Commercial Edge Network.**

One Process

- **Pre-Sales, Order, Design, Fulfillment**

Enterprise Architecture

Time Warner Cable Business Class Architecture Accomplishments

- **Support: Went from four, core hardware vendors to two.**
- **Technology: Went from four, greatly differing technologies and platforms to one.**
- **Provisioning: Went from seven day, six touch, three team, three process provisioning to one day, two touch, one team, one process provisioning.**

Enterprise Architecture

Ongoing Success Measures

- **Operational expense reduction**
- **Reduction in provisioning errors**
- **Reduction in delivery timelines**
- **More efficient troubleshooting and issue resolution**
- **Enhanced Customer Experience**

Enterprise Architecture

Time Warner Cable Business Class has succeeded and continues to succeed by instilling a one team, one philosophy approach which gives us the ability to “compose holistic solutions that address the business challenges of the enterprise and support the governance needed to implement them.”

(Ref: Gartner Clarifies the Definition of the Term ‘Enterprise Architecture’ August 2008)



Questions?