**Benefits Realization Plan**

**Project:** ATelco Odoo ERP + OSS/BSS Integration  
**Phase:** Closure  
**Date:** June 2025  
**Owner:** PMO / Strategy & Transformation Lead

**Objective**

To ensure the project delivers measurable business value aligned with ATelco’s strategic goals, and that these benefits are tracked, validated, and sustained post-deployment.

**Expected Business Benefits & KPIs**

| **Benefit** | **KPI / Metric** | **Baseline** | **Target** | **Measurement Method** | **Owner** |
| --- | --- | --- | --- | --- | --- |
| Improved Billing Accuracy | % Error Rate in Billing | 7% | < 1% | Billing audits, customer tickets | Finance + QA |
| Reduced Manual Processes | % Automation of Workflows | 30% | ≥ 80% | Workflow logs, process mapping | IT Operations |
| Faster Service Provisioning | Avg. Activation Time (in hours) | 72 hrs | ≤ 12 hrs | OSS system logs, NOC reports | Network Operations |
| Increased Customer Satisfaction | NPS Score | 45 | ≥ 75 | Customer Surveys | Customer Care / CRM Team |
| Better Inventory Visibility | Inventory Accuracy Rate | 60% | ≥ 95% | Stock audit reports | Logistics / SCM |
| Real-Time Financial Insights | Month-End Closing Time (in days) | 15 days | ≤ 5 days | Finance ERP logs | Finance |

**Benefits Realization Timeline**

| **Milestone** | **Timing** | **Activities** | **Responsible** |
| --- | --- | --- | --- |
| Initial Realization Check | 30 Days Post Go-Live | Preliminary KPIs reviewed, early benefit signals assessed | PMO + Department Leads |
| First Post-Implementation Review | 60 Days Post Go-Live | Departmental feedback, NPS survey, preliminary reports | Strategy + PMO |
| Second Benefits Review | 90 Days Post Go-Live | KPI tracking, lessons learned, additional refinements | QA + Tech Team |
| Final Realization Report | 120 Days Post Go-Live | Final benefit analysis, delta assessment, handover to ops | PMO + Transformation |

**Supporting Tools & Templates**

* Benefits Tracker Excel Sheet
* Departmental KPI Dashboards (Odoo BI / Tableau)
* Survey Templates (Internal/Customer)
* Change Control & Optimization Requests Log