

Workflow Management WT 2021/2022

Case Studies

General description of the tasks to be performed by each project team

Each of the case studies outlined below describes a B2B business process scenario, where a company outsources a part of its own business processes and has it performed by its collaboration partner(s). The goal of the case study work will be to develop

- B2B Business Process Models of the collaboration scenarios,
- Workflow Models of the collaboration scenarios, and
- B2B Workflow implementations

The case studies will be elaborated each by at least two groups. Every group represents a company co-operating with the other one. You will have to deliver a documentation of your case – process models, workflow models, and a particular workflow implementation. The deliverables will be presented by the collaborating teams at the dates specified in our course timetable.

Please note that the description of the scenario is very rudimental. It is up to you to come up with a fine granular process. Try to design non-linear, realistic and (close to) real world processes. Add as much information as you can (data objects, pools, lanes, etc.).

Business Process Scenario 5

2or2 Telecommunications Inc. and WireWhale Inc.

2or2 Telecommunications is national provider for internet and telephone services. Customers can book internet service for their flats and houses over different connection types and with different speed. Depending on the chosen options, customers pay different prices. Like many other companies in this area, **2or2** raised from a classical phone to a digital distributor and therefore still offer fixed phone lines and VoIP services.

The **WireWhale** Inc. unites electricians all over the country. Their electrician partners database is the heart of this company which allows to distribute orders to the partner located near the order with the right skill set.

Process Information

Customers can select and order different options for internet service and phone service and can sign a contract with **2or2**. Once the contract is signed, an electrician specialist must be sent to the customer to – at least – activate the new internet and/or phone connection. Depending on the type of connection, the type of housing and whether a wire is set up for the type of connection, a specialist for the regarding task has to be sent to the customer. Since **2or2** is operating national, they need to distribute the orders to local electricians and their specialists.

For various reasons, **2or2** delegates this distribution task to another company, the **WireWhale** Inc. Based on the location of the order and the type of order (see paragraph above), the most closed partner is assigned with the order. Due to a **2or2** company policy, an order has to be fulfilled in one week. Therefore, **WireWhale** has to ask for the partners schedule to find another partner nearby if the policy is not satisfied.

For each completed order **WireWhale** sends an invoice for their distribution activities to **2or2**.