



Business with Sense and Sensibility

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We serve our customers in the industries

- Telecommunication
- Service / IT / Media
- Manufacturing
- Public Administration

for years successfully to save many millions of Euro and in parallel increase the quality of life for the people within these enterprises by achieved success. This we proved e. g. in the leading telecommunications companies in Austria, Croatia and Bulgaria, big manufacturers in Austria and service providers in Austria and Germany as well.

We achieve this as a network of highly qualified management consultants having long term management experience in the respective area working together for our customers based on common quality standards and proven methodologies. According to the engagement goals we set up a team with respective skill profile matching the requirements of the engagement in an optimal way.

Together with our partners we are competent to address all topics of business management. This includes strategic and organizational aspects as well as according system support.

Our company was founded in January 2008 as subsequent enterprise of **stratCON** Management Consulting and serves after 9 years of their operation the consulting projects of our customers in usual quality in the future.

Our Mission

We are management consultants with **international experience**. We emphasize on objectivity, independence and practical relevance.

Our goal is **holistic consulting**, Cooperation with partners and system providers assures **single source solution competence**.

We focus on **realization** besides **analysis** and **conception**. We are guided by the rule of **benefits optimization for our clients**. **People** and their **quality of life** are the central element of business activities.

In our role as partner of the client we generate realistic expectations regarding the projects contents and goals. We design **change processes** in close cooperation with the client based upon the concept of **sustainability in everyday's company operation**. We even take **Responsibility** for implementation by **time based management**.



Performance Management

- Strategy - Check (evaluation of existing company strategy)
- Potential Yield Analysis with the Triple-A Analyzer (having strategy and marketing measurable and effective on balance sheet)
- Strategic Planning for SMEs
- Strategy Process (for corporation level, business unit level respective IS / IT - strategy)
- Value Management (development of concepts for increasing the company value)
- Risk Management (development of strategy for risk minimization and avoidance)
- Setup of management information systems
- Balanced Scorecard

Process Management

- Analysis of weaknesses
- Process organization and organization structure
- Systemic organization development
- Process management, business process reengineering
- Quality management
- Software for process analysis, -simulation, -documentation, workflow

Project Management and -Coaching

- Definition of neutral contract specifications
- Evaluation of investments and their business benefits
- Accomplishment of tender, offer evaluation, support for system selection
- Project management, Project coaching
- External quality assurance (best practice implementation)



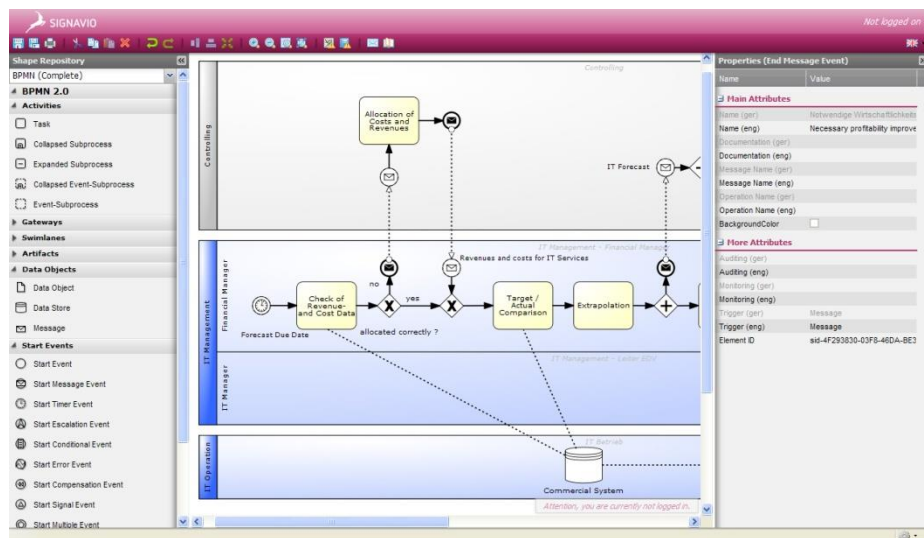
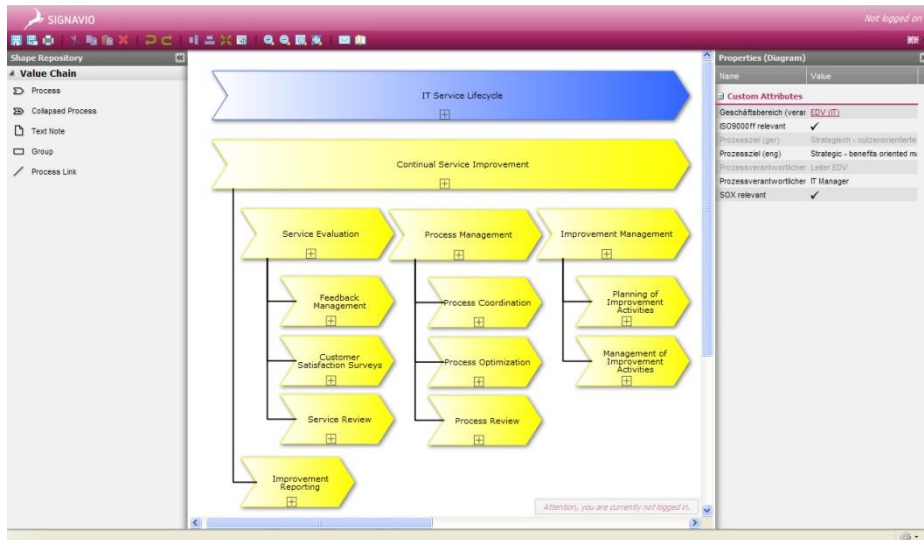
IT Service Management

- IS / IT - Strategy including strategy process
- Implementation of ITSM (IT Service Management) according to ITIL®, CobiT, ISO 20000
- Design of company wide information systems
- Contingency planning

Business- and Personal Coaching

Signavio Process Manager - web based modelling and collaboration

is the innovative solution for collaborative process management:



- Collaborative modelling via central repository
- Modelling of any process hierarchies (sub processes)
- Freely definable links from processes to documents (work instructions, recipes, maintenance instructions, aso.)
- Triggering of applications from the process model (e.g. SAP- respective Navision transactions)
- Calculation of processes (costs, time consumption, material consumption, aso.)
- Export of processes in various formats (.png, .svg, .pdf, .xml for BPMN 2.0)
- Import of ARIS® - process landscapes, EPCs and organization diagrams
- Automated creation of process manuals based upon configurable templates
- Multilingual modelling
- Easy integration of the Signavio Process Manager into wikis and blogs



Business Intelligence Solutions

ITIL® 2011 Process Library - Best Practice Processes in IT Service Management

is an ITIL® 2011 conforming compilation of processes with:

- complete processes according to ITIL® 2011 in a common valid level of detail
- defined roles and responsibilities
- numerous checklists, templates and KPIs for implementation and execution
- easy adoption to company specific requirements and extensions
- complete conformity to ISO 20000

The ITIL® 2011 Process Library

- reduces the effort for the required process evaluation at the beginning of an ITSM project
- offers a completeness check for the company's ITSM process model
- provides numerous checklists and templates for the IT Service Management
- is easy to integrate into the company's process model
- reduces external consulting spending

ITIL® describes the „what“, the ITIL® 2011 Process Library describes the „how“.

Available

- as editable Signavio Process Manager archive (.sgx)
- as 5 eBooks for the separate ITIL® disciplines (www.itsmprocesses.com)

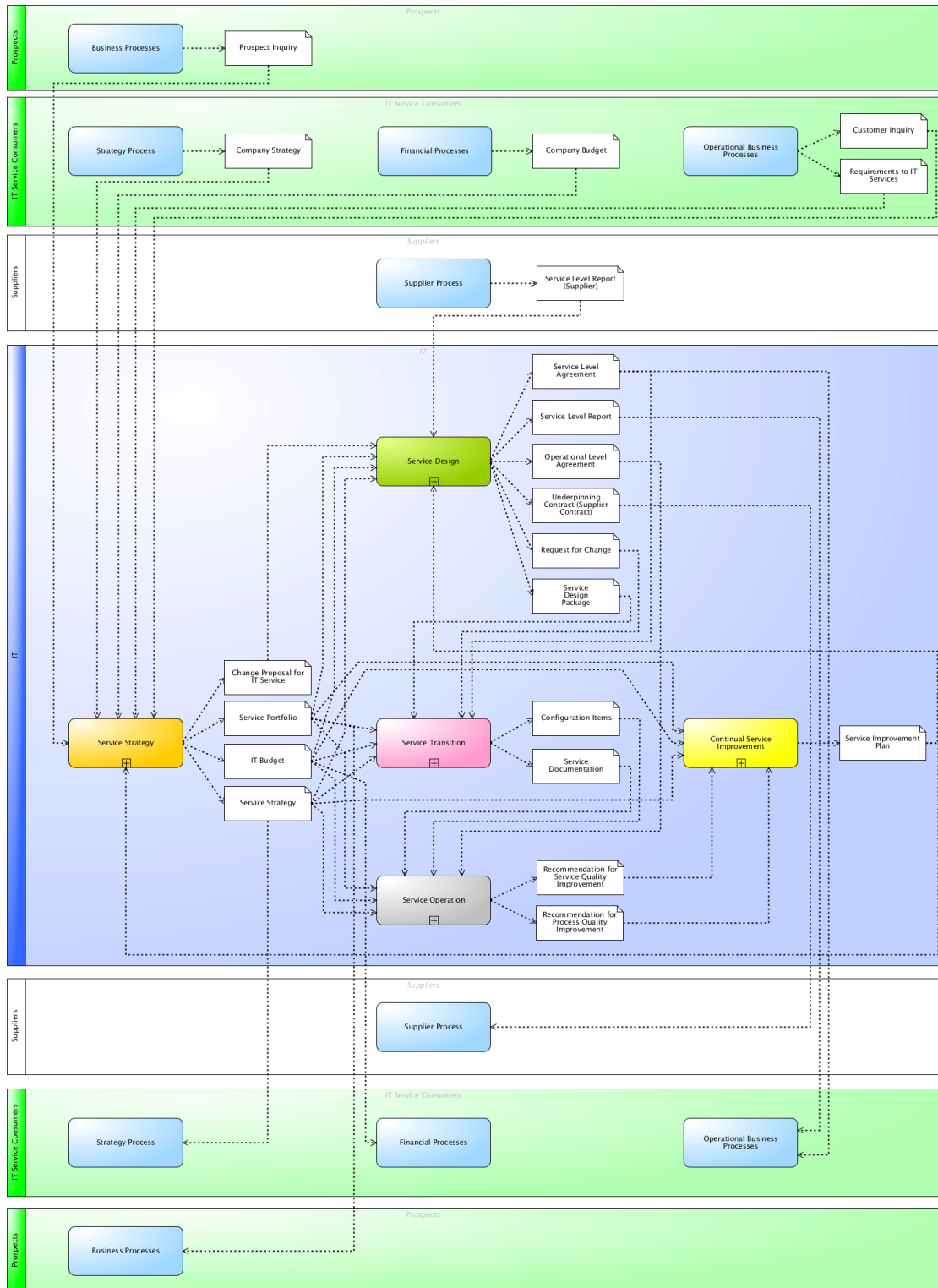
Name	Description	Revision	Last change	Last author
1. Service Strategy	ITIL® 2011 - Processes of Service Strategy			
2. Service Design	ITIL® 2011 - Processes of Service Design			
3. Service Transition	ITIL® 2011 - Processes of Service Transition			
4. Service Operation	ITIL® 2011 - Processes of Service Operation			
5. Continual Service Improvement	ITIL® 2011 - Processes of Continual Service Improvement			
Additional Views	ITIL® 2011 - Process overviews of the ITIL® disciplines			
Documents - Original	ITIL® 2011 - Accompanying documents in original format			
Dokumente - Linked	ITIL® 2011 - Accompanying documents linked in model			
IT Service Lifecycle according to ITIL® 2011	ITIL® 2011 - Main processes according to the Service Management Lifecycle	1	14:41 18.03.2013	Dipl.-Ing. Alexandra Aichinger
Start	Starting page of the ITIL® V3 (2011) Process Library - Release 7.1	4	13:13 16.04.2013	Dipl.-Ing. Walter Abel
Start Test	Starting page of the test version of the ITIL® V3 (2011) Process Library - Release 7.1	5	13:15 16.04.2013	Dipl.-Ing. Walter Abel

ITIL® 2011 Process Library - Release 7.1
Best Practice - Process Model of the ITIL® 2011 Standard

[Open diagram preview](#)



Business Intelligence Solutions



ITIL® 2011 Process Library in Signavio Process Manager



Business Intelligence Solutions

ISO 9001:2015 Process Library - Best Practice Processes of Quality Management

is an ISO 9001:2015 conforming compilation of processes with:

- complete processes according to ISO 9001:2015 in a common valid level of detail
- defined roles and responsibilities
- numerous templates for implementation and execution
- easy adoption to company specific requirements and extensions

The ISO 9001:2015 Process Library

- reduces the effort for the required process evaluation at the beginning of a quality management project
- offers a completeness check for the company's quality management process model
- provides numerous templates for the quality management
- is easy to integrate into the company's process model
- reduces external consulting spending

ISO 9001:2015 describes the „what“, the ISO 9001:2015 Process Library describes the „how“.

Available as editable Signavio Process Manager archive (.sgx)

Name	Description	Revision	Last change	Last author
1. Management Processes	ISO 9000 - Processes of management			
2. Resource Processes	ISO 9000 - Processes of resource management			
3. Improvement Processes	ISO 9000 - Processes of measurement, analysis and improve...			
4. Business Processes	ISO 9000 - Processes of product- and service provision			
5. Operational Quality Management	ISO 9000 - Processes of operational quality management			
Additional Views	ISO 9000 - Process landscapes of the ISO 9000 process groups			
Documents - Linked	ISO 9000 - Accompanying documents linked in process model			
Documents - Original	ISO 9000 - Accompanying documents in original format			
Main Processes and Information Flows of Quality Management	ISO 9000 - Main processes and information flows of quality ma...	2	5 months ago	Dipl.-Ing. Ale...
Start	Starting page of ISO 9000 Process Library - Release 2.1	4	5 months ago	Dipl.-Ing. Ale...
Start Test	Starting page for test version of the ISO 9000 Process Library - ...	5	5 months ago	Dipl.-Ing. Ale...



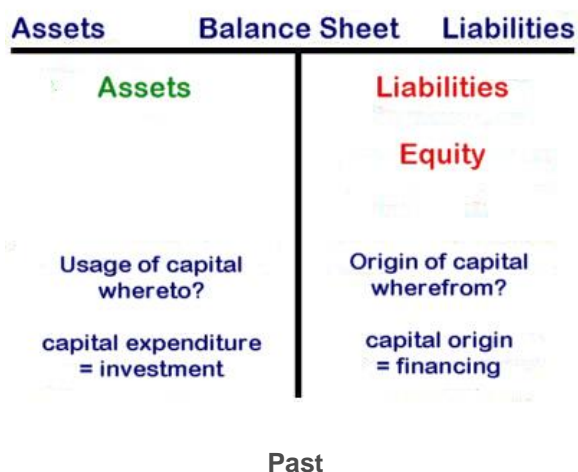
Business Intelligence Solutions

Triple-A Analyzer - the first standardized business potential survey accepted by financial auditors and banks

is a holistic analysis and evaluation of future company potentials based upon 57 success factors to be used for:

- business planning & strategy
- business valuation / rating
- planning and success verification for marketing
- Basel II / Basel III
- improvement of company value
- realignment of business
- short term improvement of returns
- market oriented marketing
- organization development
- financial restructuring
- cost reduction
- company handover
- goal orientation of business segments
- clarification of company status when management changes
- merger & acquisitions
- investment planning
- strategic planning of business segments
- precise reporting
- transparency for share- and stakeholders
- general potential detection
- and a lot more

The balance sheet depicts the past of your company, the Triple-A Analyzer shows the future potentials and chances in detail thus ensuring profound and valid management decisions.



An extract from our customers list:

Service

- DEKRA Certification GmbH (DE, USA)
- DHL Österreich (A)
- Finance Trainer International (A)
- Pensionsversicherungsanstalt (A)
- Phoron Consulting (A)
- PwC PricewaterhouseCoopers (A)
- Saubermacher Dienstleistungs AG (A)
- SVD Büromanagement (A)

Telecommunication

- Asept AG - Swisscom (CH)
- Deutsche Telekom (D)
- Finnish Communications Regulatory Authority (FI)
- Mobilkom Austria (A1 Telekom Austria)
- Mobiltel (BG)
- VIPnet GSM (HR)

IT

- Bisnode Informatics (D)
- Cisco Systems Austria (A)
- Cisco Systems Germany (D)
- Datagroup IT Services + Solutions (D)
- European Business Process Institute (NL)
- Frequentis (A)
- IT design software projects & consulting (A)
- KOST Software (A)
- KPMG IT Services (D)
- Nokia Siemens Networks (A)
- QPR Software (FI)
- Styria IT Solutions (A, HR)

Industry

- AVL List (A)
- Biella Group (CH)
- CLEARjet (A)
- Getzner Textil (A)
- Gourmet Group (A)
- Gühning (D)
- Janssen Cilag Pharma Johnson & Johnson (A)
- Lamy (D)
- Metrohm (CH)
- OMV Slovensko (SK)
- Rappold Winterthur Technologie (A)
- Reko (D)
- RUAG Corporate Services (CH)
- Trumpf GmbH (D)
- Unimet (D)
- Voest Alpine Austria Draht (A)
- Vogel & Noot Verpackungstechnik (A)
- WILO (D)

Energy

- Energie Südbayern (D)

Retail

- Baxter Vertriebs GmbH (A)
- Celesio (D)
- DeguDent (A)
- iba AG (CH)
- Konica Minolta Business Solutions (A)



Media

- Atesia (I)
- k-effects (A)
- Rundfunk Berlin Brandenburg (D)
- Styria Media Group (A)
- Styria Print Holding (A)

Banking

- BANK now (CH)
- BDK Leasing und Service (D)
- Sparda - Bank Berlin (D)
- S-Kreditpartner (D)

Research and Teaching

- Hochschule Deggendorf (D)
- Hochschule für Wirtschaft und Recht Berlin (D)
- Ostfalia Hochschule (D)

Public Sector

- Auswärtiges Amt (D)
- City of Luzern (CH)
- Hansestadt Rostock (D)
- Umweltbundesamt (D)

.... and a lot more

Experiences of our network respective projects from our predecesing company **stratCON** Management Consulting:

- Balanced Scorecard based upon QPR ScoreCard at PwC PricewaterhouseCoopers
- Trainings for process management for the management team of Mobiltel in Bulgaria
- External quality assurance (process optimization, support of requirements specification, project management coaching and support of acceptance) for the implementation of Navision at Konica Minolta Business Solutions
- External quality assurance (process optimization, support of requirements specification, project management coaching and support of acceptance) for the implementation of SAP R/3 at austriamicrosystems AG
- Conception support and trainings for the internal control system according to Sarbanes Oxley Act at Mobilkom Austria
- Benchmarking of sales organizations of Cisco Germany and Cisco UK
- Process harmonization of OMV Slovensko and OMV Česká Republika
- Implementation of project management as part of the business management (definition of methodology, processes, implementation of required tools, organizational implementation, training of more than 100 employees) at VipNET GSM in Croatia
- Implementation of process management as part of the business management (definition of methodology, processes, implementation of required tools, organizational implementation, training of more than 150 employees) at VipNET GSM in Croatia
- Process analysis and specification of sales system at Voest Alpine Austria Draht
- Redefinition and operationalization of the IS / IT - strategy at Voest Alpine Austria Draht
- Reorganization of about 600 management processes of administration, logistics, marketing and sales at Mobilkom Austria
- Project management for the EURO implementation of the commercial systems at VA Tech Austrian Energy & Environment
- Turn Around Program Management (financial restructuring) at VA Tech Austrian Energy & Environment
- Implementation of SAP R/3 at VA Tech Austrian Energy & Environment
- Redefinition and operationalization of the IS / IT - strategy at VA Tech Austrian Energy & Environment
- Project management of the ISO 9001 certification for the system integration branch of Digital Equipment Corporation in Czech Republic
- Project management of the ISO 9001 certification for the system integration branch of Digital Equipment Corporation in Hungary
- Logistics reorganization, redefinition of the IS / IT strategy and restructuring of the information management systems portfolio at Gas Control Systems (Joint Venture of Aga and Linde) in Czech Republic
- Selection and preparation of implementation for the material management system of a big Austrian installation company



- Logistics reorganization, development of a corporate data model and definition of requirements specification at VA Austria Draht
- Organization analysis, requirements specification, business benefits analysis and support of system selection for the document management system of OMV Refinery
- Organization analysis, requirements specification and support of system selection for the logistics systems of an Austrian manufacturer of industry textiles
- Organization analysis and preparation of the selection of a production planning system for an Austrian tractor manufacturer
- Organization analysis and selection of a system for plant data collection for an Austrian manufacturer of automotive power units
- Organization analysis of logistics processes and requirements specification for a system for plant data collection at an Austrian wood processing company
- Preparation of ISO 9002 certification for an Austrian textile manufacturer
- Organization analysis and selection support for a system for plant data collection for an Austrian automotive components manufacturer
- Development of and marketing respective product management for a business plan game
- Project management for the implementation of a production control and plant data collection system for an Austrian manufacturer of frozen food
- Development of the CIM (Computer Integrated Manufacturing) concept of an big Austrian glass manufacturer
- Overall responsible implementation (process analysis, conception, programming and implementation) of the fully automated production control system at the French subsidiary of an American manufacturer of construction vehicles after prior redefinition of the IS / IT strategy for the European facilities of the group
- Overall responsible implementation (process analysis, conception, programming and implementation) of the plant and machinery data collection system for the flexible manufacturing of gear shafts at a leading German manufacturer of upper class cars
- Selection and implementation of a CAD system for a manufacturer of oilfield equipment in St. Petersburg, USSR



**When remits transform to solutions
.... let us create the future together !**

ITIL® is a registered trademark of AXELOS Limited in Great Britain and other countries.

ARIS® is a registered trademark of IDS Scheer AG / Software AG.

Signavio and Signavio Process Manager are Trademarks of Signavio GmbH.