Business with Sense and Sensibility ….

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Management Consulting

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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**.

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Portfolio

Consulting & Coaching

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)

PMI Project Management Institute
Making project management indispensable for business results.®

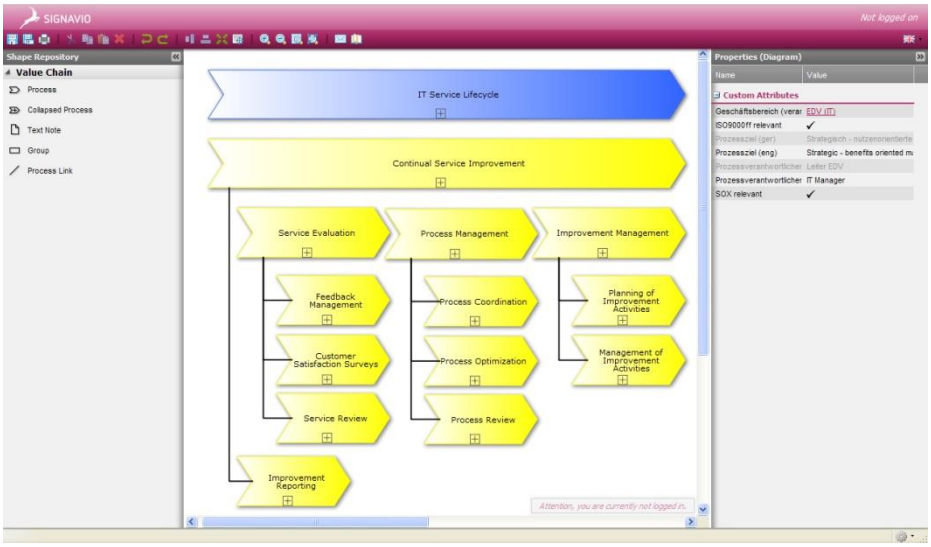
IT Service Management

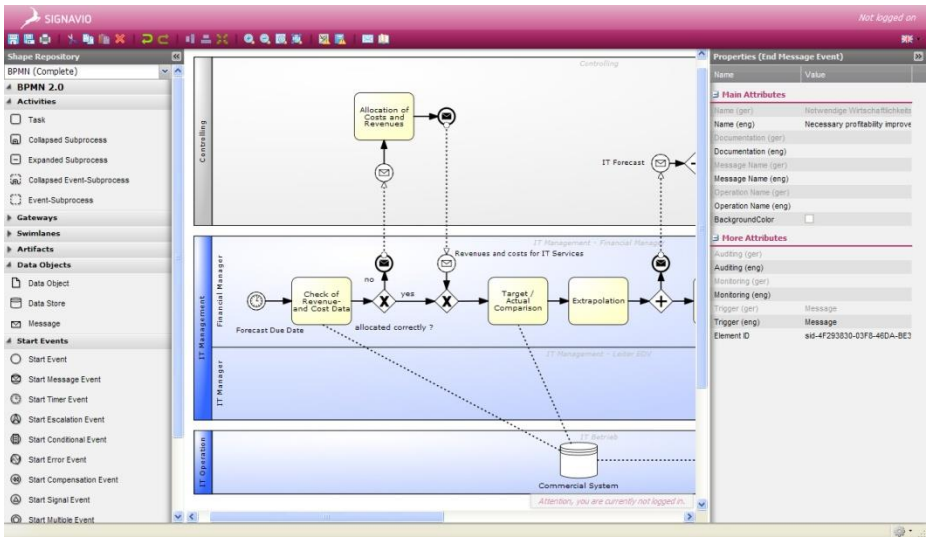
- IS / IT - Strategy including strategy process
- Implementation of ITSM (IT Service Management) according to ITIL®, CobiT, ISO 20000
- Design of company wide information systems
- Contingency planning

Business- and Personal Coaching

SAP Signavio Process Manager - web based modelling and collaboration

is the innovative solution for collaborative process management:

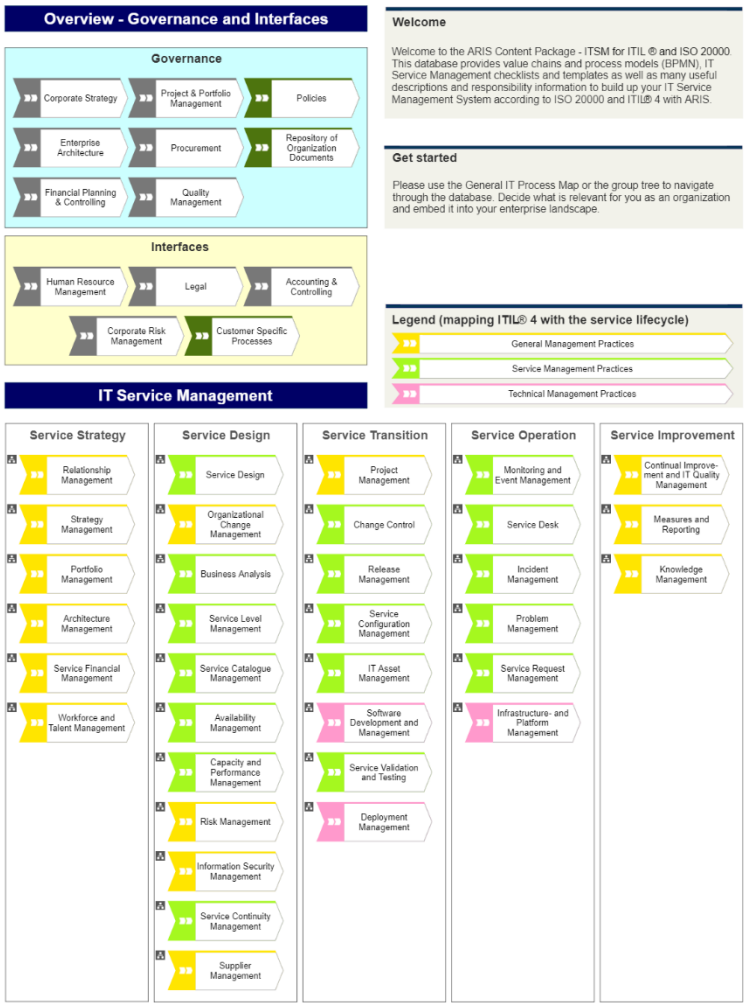




- Collaborative modelling via central repository
- Modelling of any process hierarchies (sub processes)
- Freely definable links from processes to documents (work instructions, recipes, maintenance instructions, aso.)
- Triggering of applications from the process model (e.g. SAP- respective Navision 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

Software AG ARIS - web based modelling and collaboration

is the innovative solution for collaborative process management and process analysis:



- 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)
- Collaborative modelling via central database
- Process analysis and process mining
- 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 documentations
- Multilingual modelling
- Easy integration of ARIS into wikis and blogs

ITSM Process Library - Best Practice Processes in IT Service Management

is an ITIL® and ISO 20000 conforming, editable compilation of processes with:

- complete processes according to ITIL® and ISO 20000 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

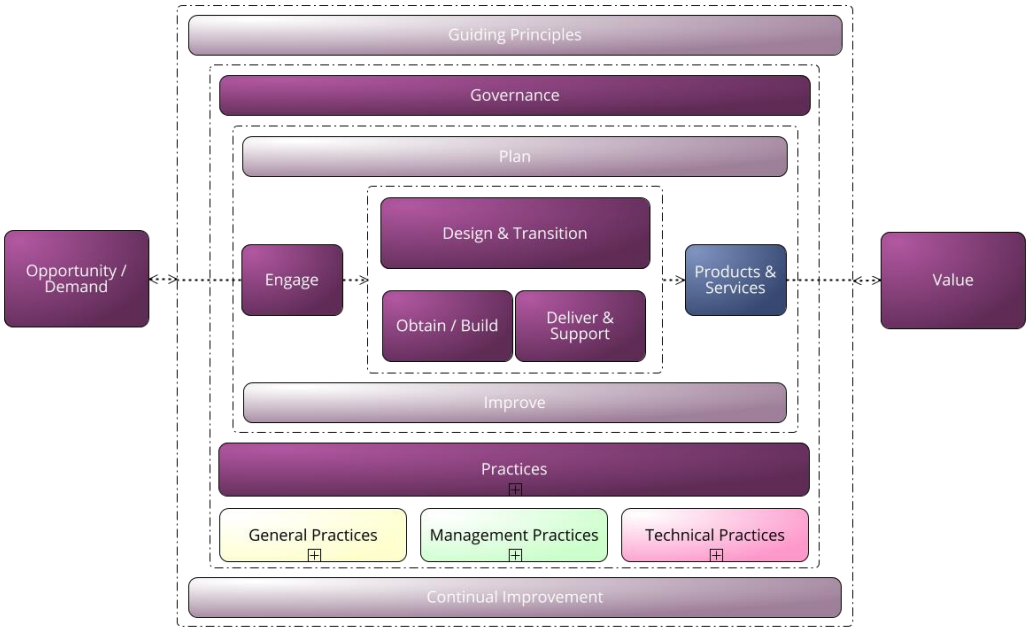
The ITSM Process Library

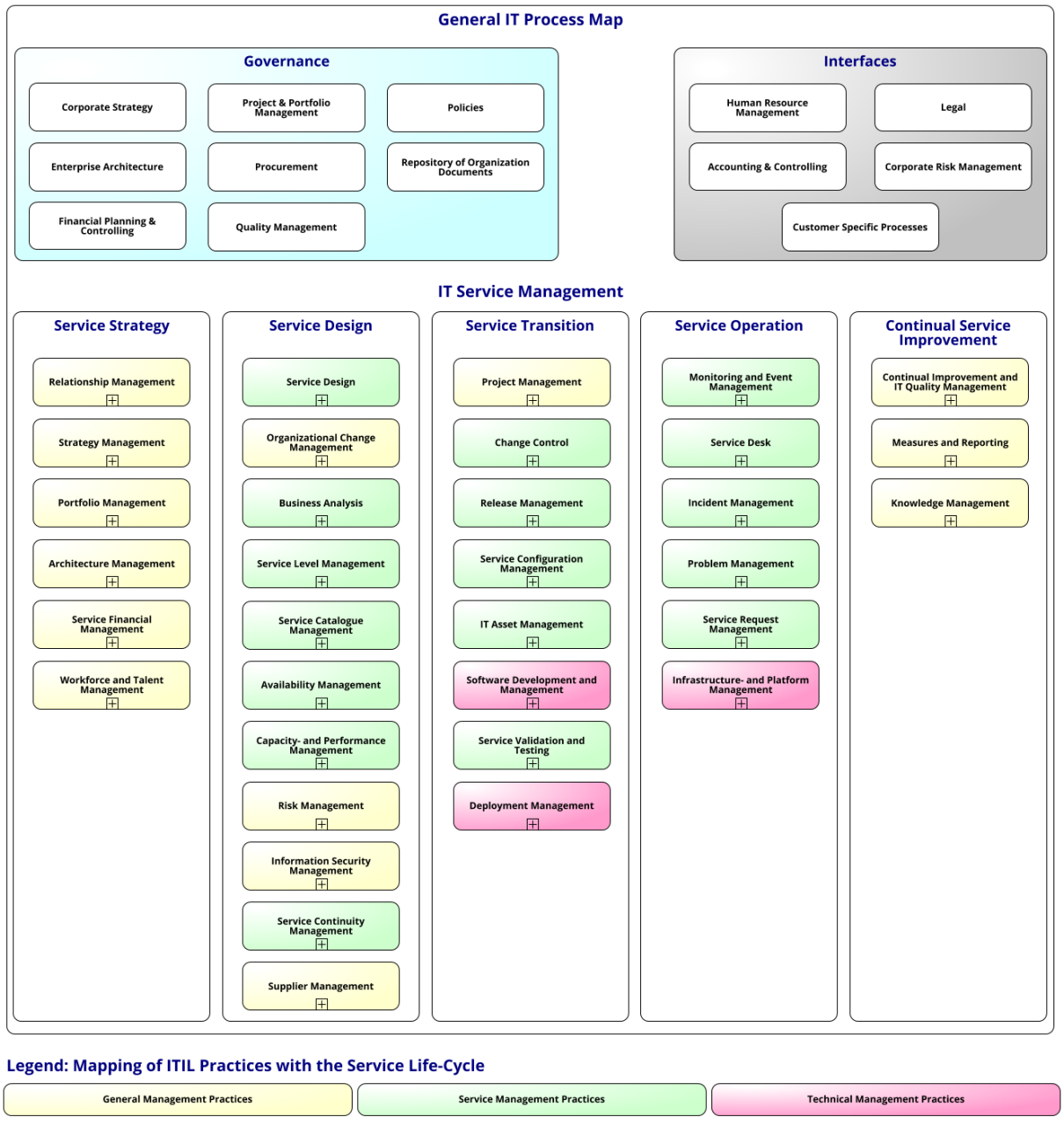
- reduces the effort for the required process evaluation at the beginning of an ITSM-project
- offers a completeness check for the company's ITSM process model
- provides numerous checklists and templates for the IT Service Management
- is easy to integrate into the company's process model
- reduces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

ITIL® and ISO 20000 describes the „what", the ITSM Process Library describes the „how".

Available

- as editable Signavio Process Manager archive (.sgx)
- as editable ARIS database
- as BPMN 2.0 XML for compatible systems
- as 5 eBooks for the separate ITIL® disciplines (www.itsmprocesses.com)





ITSM Process Library in SAP Signavio Process Manager

Additional details:

https://www.walter-abel.at/Englisch/Business%20Intelligence/ITSM%20Process%20Library.htm

QM Process Library - Best Practice Processes of Quality Management

is an ISO 9001 conforming, editable compilation of processes with:

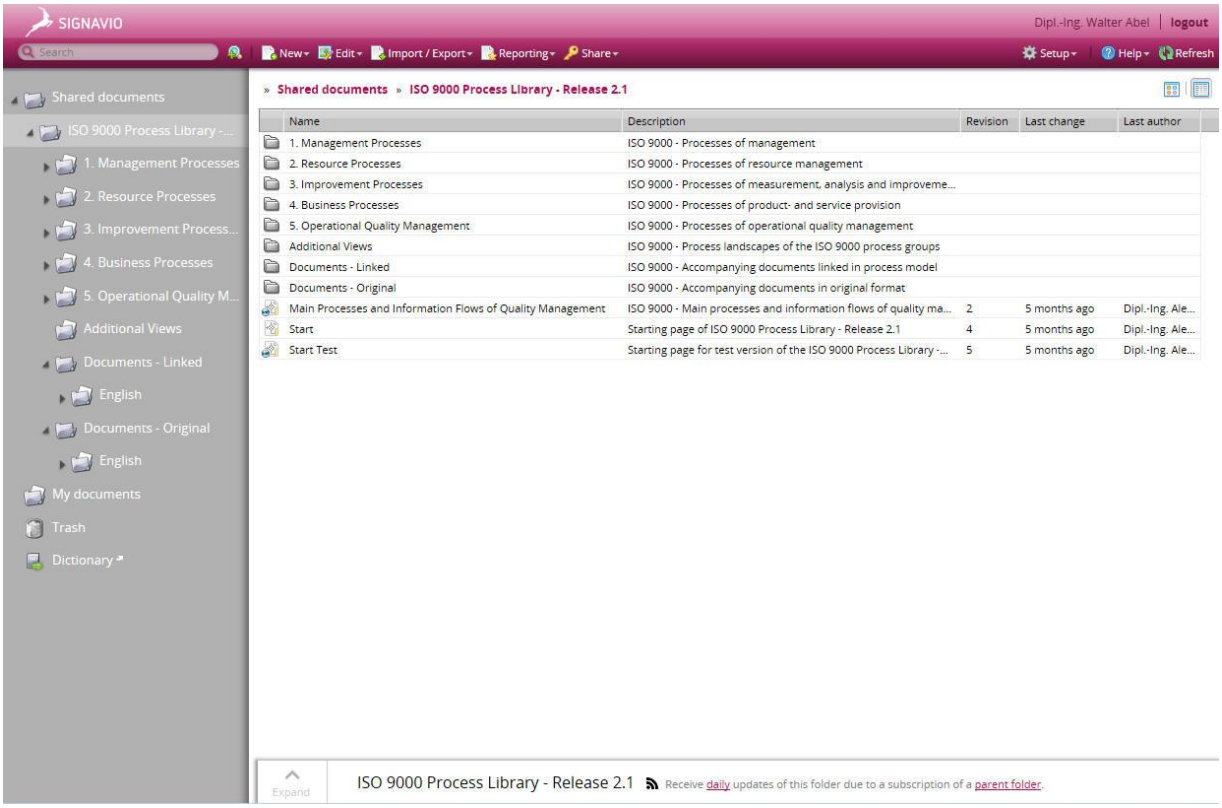
- complete processes according to ISO 9001 in a common valid level of detail
- defined roles and responsibilities
- numerous templates for implementation and execution
- easy adoption to company specific requirements and extensions

The QM 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 describes the „what", the QM Process Library describes the „how".

Available as editable Signavio Process Manager archive (.sgx), ARIS database and BPMN 2.0 XML for compatible systems



Additional details:

https://www.walter-abel.at/Englisch/Business%20Intelligence/QM%20Process%20Library.htm

Our satisfied customers

Dipl.-Ing. Walter Abel
Management Consulting

An extract from our customers list:

Service

- Australian Business Consultants (AU)
- Baloise Group (CH)
- Berliner Wasserbetriebe (D)
- DEKRA Certification GmbH (DE, USA)
- Devoteam Consulting (A)
- DHL Österreich (A)
- DKV MOBILITY SERVICES BUSINESS CENTER GmbH + Co. KG (D)
- Emirates Data Clearing House (AE)
- European Business Process Institute (NL)
- ewl energie wasser luzern (CH)
- Finance Trainer International (A)
- Groupe Qualiconsult (BE)
- k-effects (A)
- KPMG AB (S)
- Kuwait Finance House KSCP (KW)
- Leipziger Wohnungs- und Baugesellschaft mbH
- Messe Berlin (D)
- Messe Frankfurt (D)
- ÖBB Holding (A)
- Phoron Consulting (A)
- Post CH AG (CH)
- PwC PricewaterhouseCoopers (A)
- RUAG Corporate Services AG (CH)
- Saubermacher Dienstleistungs AG (A)
- Schweizerische Post AG (CH)
- SVD Büromanagement (A)
- Swissport Group Services (CH)
- Telekom Deutschland GmbH (D)
- WERTGARANTIE Beteiligungen GmbH (D)

Telecommunication

- Axept AG - Swisscom (CH)
- BICS SA/NV (BE)
- Deutsche Telekom (D)
- Finnish Communications Regulatory Authority (FI)
- LIWEST Kabelmedien GmbH (A)
- Mobilkom Austria (A1 Telekom Austria)
- Mobiltel (BG)
- VIPnet GSM (HR)
- Ziggo Services B.V.

Media

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

Industry

- Aebi Schmidt Austria GmbH (A)
- Arab Organization for Industrialization (EG)
- austriamicrosystems (A)
- AVL List (A)
- Bilfinger Global IT GmbH (D)
- Biotest AG (D)
- bofrost* Dienstleistungs GmbH & Co. KG
- CLEARjet (A)
- Frequentis (A)
- General Motors (USA)
- Getzner Textil (A)
- Gildemeister (D)
- Gourmet Group (A)
- Gühring (D)
- Janssen Cilag Pharma Johnson & Johnson (A)
- C. Josef Lamy GmbH (D)
- Metrohm AG (CH)
- Motorola Solutions UK (UK)
- NGK Spark Plug Europe GmbH (D)
- NKT Group (D)
- Rappold Winterthur Technologie (A)
- REKO GmbH & Co. KG (D)
- Robert Bosch GmbH (D)
- Schreiner Group GmbH & Co. KG (D)
- SIMONA AG (D)
- Stadler Rail (CH)
- ThyssenKrupp Presta (LU)
- Trumpf GmbH (D)
- Unimet (D)
- Voest Alpine Austria Draht (A)
- Vogel & Noot Verpackungstechnik (A)
- WILO (D)
- Witzenmann GmbH (D)

Our satisfied customers

Research and Teaching

- Fraunhofer Gesellschaft (D)
- Hochschule Deggendorf (D)
- Hochschule für Wirtschaft und Recht Berlin (D)
- Ostfalia Hochschule (D)
- Technische Universität Dortmund (D)

IT

- Bisnode Informatics (D)
- Cisco Systems Austria
- Cisco Systems Germany
- Cleverbase B.V. (NL)
- Datagroup IT Services + Solutions (D)
- European Business Process Institute (NL)
- IT design software projects & consulting (A)
- Knauf Information Systems (D)
- KOST Software (A)
- KPMG IT Services (D)
- Nokia Siemens Networks (A)
- OBT AG (CH)
- Oracle Corporation (A)
- Procori (SE)
- QPR Software (FI)
- Styria IT Solutions (A, HR)
- THK Solutions (PK)

Healthcare / Medicine

- Lindenhofgruppe (CH)
- medi GmbH & Co. KG (D)
- Universitätsklinikum Aachen (D)

Energy

- Alpiq AG (CH)
- Energie Südbayern (D)
- Equinor ASA (N)

Retail

- AMAG Automobil und Motoren AG (CH)
- Apollo Optik (D)
- Baxter Vertriebs GmbH (A)
- Biella Group (CH)
- Celesio (D)
- Coca-Cola European Partners plc (GB)
- DeguDent (A)
- fenaco Genossenschaft (CH)
- iba AG (CH)
- IBM Peru (PE)
- Konica Minolta Business Solutions (A)
- OMV Slovensko (SK)
- Ricoh Deutschland (D)

Banking / Insurance

- Arab International Bank (EG)
- Baloise Group (CH)
- BANK now (CH)
- BDK Leasing und Service (D)
- Generali Personenversicherung (CH)
- J&T Banka a.s. (CZ)
- Münchener Verein Krankenversicherung a. G. (D)
- Pensionsversicherungsanstalt (A)
- Sparda - Bank Berlin (D)
- S-Kreditpartner (D)

Public Sector

- Auswärtiges Amt (D)
- Bundesamt für Rüstung armasuisse (CH)
- Hansestadt Rostock (D)
- Kanton Thurgau (CH)
- Kanton Zug (CH)
- Kölner Verkehrs-Betriebe AG (D)
- Landeskriminalamt Thüringen (D)
- Österreichische Bundesfinanzierungsagentur (A)
- Polizeipräsidium Mainz (D)
- Stadt Kloten (CH)
- Stadt Luzern (CH)
- Stadtwerke Pforzheim (D)
- Stadtwerke Schwäbisch Hall GmbH (D)
- Umweltbundesamt (D)

…. and a lot more ….

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.
SAP Signavio and SAP Signavio Process Manager are Trademarks of SAP Signavio GmbH.