

Wim Keppens

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EXPERIENCES

- **Building up**, from scratch, of a high qualitative **customer service organization** for KPN Belgium, including a 24h/7d helpdesk, a billing competence center, a network management center and an operational support systems (OSS) group (+50 people).
 - In house **development of Billing System** for retail and SME billing of voice, data and internet.
 - Actively **participated** in the **Number Portability** project in Belgium as representative for KPN Belgium (PT3) and as acting President of the Number Portability Association.
 - Introduction of a **Trouble Ticketing** system, an umbrella **Network Management** system and **Interconnect Billing** system in Operations according to industry accepted OSS/BSS frameworks like TMN and (e)TOM.
 - Represented and **Steered** a **Process Management Team** (PMT) in an international context (AT&T, Unisource, KPN).
 - Supported a major European energy supplier in the **de-regularisation of the energy market**.
 - **Co-Founder** of a start-up company **ORMvision** offering a BPM application for the global telecommunication industry
 - **Founder** of **ProcessCube** a BPM consultancy firm and **Co-Founder** of **Soulco**, a Business Transaction Management company.
 - Successful **implementation of several BPM and other management** projects in a wide variety of industries.
 - In depth experience with **ISO9001 certification** programs and successful multisite certification of satellite equipment supplier Newtec.
 - **Optimization** project of the internal and external **contact center** of the ICT organization of the Belgian Railways (ICTRA).
 - Fluent in **Dutch, English and French**.
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CAREER HISTORY

Processcube (Jan 2006 -)

BPM and Management Services

Function: Founder and Managing Director

Leveraging a unique combination of hands-on operational (business) expertise and detailed BPM market intelligence (as co-founder of an early pure-play BPM software vendor), ProcessCube is offering a **Lean BPM** experience to customers that want to explore BPM in all its aspects in order to make the right choices for the company at the right time and in the right domain.

Projects include:

- **Process Manager** for Incident Management at a public transport company (ICTRA).
- Acting operational **president of the NPA** (Number Portability Association), supporting the presidency of Base, Colt, Belgacom Mobile, Belgacom, Mobistar and Telenet. As of 2012 also **Service Manager of the NPA**, supporting the connection of new operators to the CRDC (Central Repository Database Center).

- Leading project manager and acting Q/A Director of the **ISO9001 certification program** of a satellite equipment supplier (Newtec) leading to certification end of 2010 (with about 50 business processes). This project was extended in 2011 into an international multisite certification program.
- Teacher at the **Expert Class Contact Center Management** (Business Process Management) and support to the development and implementation of the Contact Center Operating Model and Maturity Assessment Model at various Contact Centers.
- Development of **policies and procedures for the datacenters** of a large ICT service provider (ICTRA).
- Optimization project as Quality Coordinator and Incident Manager of a **Network Operations Center** of a carriers network provider (ICTRA) leading to an ISO9001 certification end of 2009.
- **Business and Functional Analysis** of a web based archaeological inventory system for a governmental department (VIOE).
- Implementation of a **business process outsourcing** project to Bulgaria for an energy supplier (Essent).
- Project Management of **database and process management application integration** at the Flemish Government (VIOE).
- Development of **CobIT** processes for an energy transport provider (Elia).
- Benchmarking of existing processes with **CobIT and ISO frameworks** (ISO 9001, ITIL, TickIT and BS7799) at a global truck manufacturing company (DAF Trucks).
- Setting up of **Building Operations Handbook** and **Document Management System** for the Belgian Railways.

ORMvision (July 2001 – Dec 2005)

Belgian ISV, pioneer in CBPM (Collaborative Business Process Management)

Function: Co-Founder and VP Product Management & Marketing

Main experiences or projects:

- Founding of a new company, contact with **investors**, building and steering a business plan
- 15 months as **billing process consultant** at Electrabel in the context of the deregulated market.
- Developing the **marketing and branding** strategy for ORMvision.
- Responsible for the product roadmap and **product development of ORMcenter**, a CBPM system of the next generation.
- Acting **president of the NPA** (Number Portability Association), supporting the presidency of Telenet in 2005, supporting the migration to the new CRDC.
- Participation to **Catalyst Program of the TMF**, including catalysts around Web Services, eTOM, and Business Process Management. Speaker at TMW in Las Vegas 2002, Long Beach 2004 and Nice 2005.

KPN Belgium (Jan. 2001 – June 2001)

Leading Belgian Fixed operator

Function: Program Manager Cyber Center

Main experiences or projects:

- **Overall responsible for budget**, timing, services, operations and design of largest data center of Belgium at the time (7000sqm). The Cyber Center was inaugurated in September 2001, on time and within budget.

Unisource/KPN Belgium (Nov. 1996 – Dec 2000)

Leading Belgian Fixed operator

Function: Service Operations Manager

Main experiences or projects:

- Responsible for the **setting up and organization of the 24h/7d SNMC** (Service & Network Management Center, 24h/7d).
- Manage **a group of in total 46 technical people** and 5 direct reports.
- Participation in **EFQM** and **ISO 9001** program of KPN Belgium eventually leading to a positive audit by an external company as only department of the company.
- Participation to the **Number Portability workgroup for processes (PT3)** in Belgium.
- Member of the international **process management team (PMT)** of AT&T-Unisource for the Service Assurance processes in Europe.
- Introduction of a **trouble ticketing system** and a **network management system** in line with the (e)TOM framework and OSS/BSS architecture of the TMF (TeleManagement Forum).
- Building up of a **billing department** and the development of a retail billing system (Billy).

Unisource (Mar 1995 – Oct 1996)

First Pan-European Operator

Function: Operational Account Manager

Main experiences or projects:

- Operational responsible for **large European accounts** (reporting, billing, escalations, changes,...), like Solvay, 3M and Eufiserv.
- Development of a **service quality reporting procedure**, linked with customer SLA's and back-to-back SLA's with Service Providers.

Sparnex (Jan. 1993 –Feb 1995)

Belgian HDSL Pioneer

Function: Sales Engineer/Product Manager

Main experiences or projects:

- **Product management** of first HDSL modem in Belgium, the Coppergain
- Organisation of **European road-show** to customers like Deutsche Telecom, Telefonica, Portugal Telecom, Telia, France Telecom,...

Belgian Army (Air Force) (1992)

Lieutenant

Main experiences or projects:

- **Introduction of LAN Manager** to manage the local network of the Air Forces HQ in Evere.

EDUCATION

Master in Space Telecommunications at the ENSAE (Ecole Nationale Supérieure de l'Aéronautique et de l'Espace), **Toulouse, France (1991)**

Thesis: Calibration of Meteosat images using SPOT data

Civil Engineer, State University Ghent (Sep 1985 – June 1990)

Specialization: Informatics & Electronics

Thesis: Sensor fusion for Mobile Robots