



Expert training helps successfully realise international venture opportunity

Starting a new business unit is a demanding experience, and when challenging an incumbent operator there is a real need to attain world class status quickly in order to compete effectively.

Challenge

An established domestic operator was granted a license to provide international services.

They realised they were deficient in skills and knowledge in three key areas - product, network and business processes - and had no time to go through a learning curve on these.

Solution

BT Telconsult assisted the launch programme and delivered a training programme held partly in-country and partly in the UK.

A best practice organisation and business process design was established under one work package.

Another package defined the commercial portfolio and a third addressed the network implementation.

Benefit

The client was able to launch on time, meeting the terms of the license and opening up revenue streams as planned in the business case.

The organisation was well trained to manage operations from day one and provide good levels of service.

Offices worldwide

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

British Telecommunications plc
2007; Registered office: 81
Newgate Street, London EC1A
7AJ; Registered in England No:
1800000

About BT Telconsult

BT Telconsult is a global telecommunications management and technology consulting business with 30 years experience in providing consultancy services to fixed and mobile telecoms operators in over 90 countries.

We are part of BT Global Services and leverage BT's experience and expertise as a 21C Next-Generation Communication Provider to help our clients overcome the challenges they face.

Our consultative practitioners have a deep understanding of how to address end-to-end business, technology and operational challenges using best practices and methodologies developed by BT to support your business transformation.

For more information please visit
<http://bt-telconsult.com>