



Interim management transforms state-owned operator into private enterprise

It has become more common in developing markets to privatise telcos. This process poses significant challenges. The telco must improve performance, introduce the concept of KPIs, restructure organisation, improve employee morale, work with unions, acquire new funding, increase customer satisfaction.

Challenge

A fixed line incumbent in EMEA went through privatisation, also seeking to expand its business.

Solution

BT Telconsult was responsible for the implementation of the recommendations after conducting a detailed audit.

BT consultants and senior interim managers provided dedicated support to offer a smoother transition from state to public with a different approach to transformation. Testament to the importance of their role, they also sat at client's management team as advisors.

To assist this transformation, BT also provided subject matter experts in technical design, operation, processes, human resource, change management, project management, and business solution

Benefit

BT Telconsult helped drive requirements, evaluate technologies, and procure a CRM platform to enable, the client for the first time, to build a corporate sales pipeline and manage resources more effectively.

We defined the go-to-market strategy for the retail consumer channel, and drove through a complex project to realise the strategy in over 1200 retail outlets.

We were able to demonstrate the value of best practice project management, processes and procedures. The operator was able to offer highly complex product offerings and still meet customer targets and avoid severe financial penalties on a number of regulated projects.

Offices worldwide

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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>