

Industry: Telecommunications

Country/Region: Canada

Business Needs: Develop, Organize, and deliver national technical training

IT Issues: Training and Certification

CHALLENGE:

The ability to reliably assure quality of service and employee performance are competitive requirements for today's mobile network operators (MNOs). Our client was facing many challenges in the IT and technical landscape in the telecommunications industry. They required national technical training, with course curriculums, guidelines, additional aid, and certifications. This included employees from various departments varying from Customer Care to Marketing. The client was facing a short period of time to complete this objective, or it would drastically affect their customer satisfaction.

SOLUTION:

Our team provided a complete end-to-end training solution providing highly interactive, educational training and coaching programs. Our instructors are subject matter experts who joined together in collaboration to offer training in many technical areas including: networking, system software, desktop applications, telecommunications fundamentals, and more.

SERVICES PROVIDED:

NTG was able to support the client via its training and coaching services to its' employees in many major cities across Canada.

BENEFIT TO THE CUSTOMER:

Our client is very happy that NTG was able to deliver the required training programs in many major cities across Canada. The client felt their employees were able to upgrade their overall knowledge and expertise via NTG's training services. As a result, the client and their employees were a lot more confident moving forward without lacking behind in technical knowledge.