

Organization Development

Business Excellence Transformation for a Telecom Support Services



- ❖ A leading global brand in telecom support service provisioning from India having global clients
- ❖ Strong and rich human resource pool with high standards of technological expertise
- ❖ Globally competitive pricing India labour cost is very competitive in services segment
- ❖ Globally rich client base and assured business
- ❖ Business is getting added as more new clients are acquired

THE CHALLENGE

- ❖ The projects are getting executed with delayed schedule, cost overrun
- ❖ More and more troubled projects are getting added
 - ❖ New business is added, but profitability is declining
- ❖ Technologically sound team, as an employee gains technical expertise, the progression takes case place and becomes a manager / leader with strong technology knowledge and lack of project management skills or business skills

Our customer is a leading global brand in project and support services for telecom enterprises around the world. Being a brand from trusted business house of India, the customer brand is very popular and one of the most preferred globally. One of the key strength of the enterprise is strong technical workforce that executes projects around the world.

Customer Challenges

- Though new customer logos and projects are acquired from different geographies, projects are landing in trouble
- Though business is growing profitability was declining
- In case of fixed bid projects, scope creeps, schedule slips, quality compromised as project lands in crisis mode
- Additional resources are getting added over and above the planned resources
- Technologically solutions are provided, and problems are solved
- But project profitability was eluding

Project Objectives

- Enable technically competent project leaders to get business perspective, while executing project
- Help project organization and project leaders to get project and program management skills
- Develop a framework for project leaders to earn their higher role, after gaining requisite competence

Methodology Highlights

- Deployed Sagesse Abundance learning & knowledge design approach after defining the problem and end goal to be achieved, developed learning curriculum that is blend of classroom concept learning session and experiential learning through role play and case studies. A framework was designed and recommended for acquiring experience-based competence before progression of leaders

Customer Benefits

- Technology leaders who were progressed by virtue of seniority were developed to become good project leaders with good business perspective.
- Enabled organization wide learning on project and program management and project organization was developed
- Project and organizational leaders are transformed with leaders of technical excellence to business excellence

