

ENHANCED EXPERTISE

China's SDMCC invests in a tailored Learning Solutions service, Specialist Express, to boost technical expertise and network performance

Highlights

Customer Objective

- Gain a clear picture of in-house technical competence
- Continue to improve competence of technical experts

Ericsson Solution

- Learning Solutions

Customer Benefits

- A clear picture of technical competence levels
- Enhanced competence for highly-skilled technical team
- Thorough competence development plan

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Customized training solutions from Ericsson have enabled the Shandong Mobile Communication Company (SDMCC) to assess and enhance the competence of its technical team.

SDMCC is one of the largest provincial operators in China with almost 18 million subscribers. The company provides a GSM and GPRS network with core equipment supplied by Ericsson.

Wanting to improve network performance and increase its capabilities for future expansion, SDMCC required the continued development of its expert team and a clear picture of its in-house technical competence. The company approached Ericsson for a solution, having worked together as business partners since the early 1990s.

Ericsson provided a solution that combined Competence Consulting with bespoke training for around 50 of SDMCC's expert team. An initial analysis of their existing skills allowed Ericsson's training professionals to identify skills gaps and to develop customized courses to meet these needs. Ericsson then delivered 50 days of training programs for SDMCC, providing expert speakers, post-session reviews and student testing.



Shandong Province, China



Ke Liu,
Team Leader,
SDMCC

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“Ericsson provided SDMCC with an accurate assessment of its competence levels and improvement requirements, with ‘data’ highlighted as a key area needing extra focus,” explains Hui Wu, Educational Marketing Director, Ericsson China. “Next, we enhanced the expertise of the SDMCC team, empowering them to achieve more in key areas such as problem-resolution and network performance.”

As a result, SDMCC is in a stronger position to expand its network and face 3G challenges in the future. The company also plans to use Ericsson's training consultancy and programs in the future, helping the operator to meet new challenges and keep its technical team at the highest competence levels.

Ke Liu, Team Leader, SDMCC, sums up the benefits of the solution in practice: “This Learning Solutions service is quite unique, it has been developed just for us. The solution was designed based on accurate analysis, and we've achieved a huge amount with it.”