

# INFORMATION SUPERIORITY

BASE, Belgium, implements Learning Solutions from Ericsson to prepare its employees for 3G services

## Highlights

### Customer Objective

- Ensure high-level of employee competence in short time-frame

### Ericsson Solution

- Learning Solutions

### Customer Benefits

- Highly trained staff
- Cost-efficient education solution

To find out more about this article contact  
Nicolas Georges  
Email: [nicolas.georges@ericsson.com](mailto:nicolas.georges@ericsson.com)



**Luc Schillebeeckx,**  
Head of Operations  
and Maintenance,  
BASE

“Ericsson was very strong in meeting specific expectations.”

To ensure the smooth running of its new UMTS network across Belgium, BASE required an education program to ensure that employees were prepared to operate the new technology.

BASE, Belgium, has a subscriber base of over 1.9 million, which gives the operator a market share of 19 percent. The network has 98 percent population coverage through existing GSM and GPRS services. BASE is the fastest growing operator in Belgium, the first six months of 2005 saw operational revenues hit \$310 million, up \$70 million on the same period a year earlier.

In 2003 KPN, BASE's Dutch parent company, agreed a deal with long-term partner Ericsson to roll out WCDMA services across Belgium, Holland and Germany. In order to manage and operate its WCDMA network, BASE required employees to have a thorough understanding of the new technology.

While BASE's Core Network Design staff had competence in 2G technology, the operator required an extension of the existing knowledge base to 3G. Ericsson was able to provide strong technical expertise and a complete training portfolio tailored to the operator's needs. Luc Schillebeeckx, Head of Operations and Maintenance, BASE, outlines how the operator's goals were met: “Ericsson was very strong in meeting specific expectations by providing access to real live data and tools.”



Bruges, Belgium

Over 250 employees received training at BASE premises and local Ericsson facilities. Ericsson focused the solution specifically on the operator's network architecture and the related daily tasks carried out by employees.

Harold Van Dijke, Training Advisor, Ericsson, explains how the program met the operator's needs: “After an extensive knowledge gap analysis, Ericsson and BASE adapted the program to meet the needs of the operator. Starting from the standard education portfolio, Ericsson developed specialized workshops and introduced Structured Knowledge Transfer (SKT) programs to give BASE exactly what was required to achieve its aims.”

Ericsson's customized education program met a strict completion deadline, bringing cost-savings through targeted learning and by growing 3G knowledge in-house matching the goals outlined by BASE. Jan Capon, CORE and Transport Manager, BASE, describes Ericsson's knowledge transfer: “The high level of technical expertise and field experience of the trainers was impressive. The practical assignments were perceived as realistic and helpful.”