

Customer Success Story

CLARO

Honduras



Structured Knowledge
Transfer (SKT) dramatically
enhances network operations
for Claro, Honduras

Claro, Honduras, sought to grow market share through enhanced services and increased operational efficiency. To achieve this objective, training was required to maximize employee competence.

During a GSM network expansion program, Claro identified a need to improve service reliability for its 680 000 subscribers in Honduras. The operator realized that efficient network management could significantly reduce costs.

Ericsson had an existing partnership with Claro, having supplied all aspects of GPRS, MMS, OSS, network Core and BSS since 2003. From this long-term relationship, the operator was aware Ericsson could quickly ensure that employees reached the required knowledge level without exceeding Claro's allocated budget.

At the start of the Structured Knowledge Transfer (SKT) project, Ericsson's expert consultants conducted a Business Situation Analysis (BSA) and a Competence Gap Analysis (CGA), to clearly define the relevant training required. Employees took part in a short training session prior to the full SKT program to fill any knowledge gaps identified in the CGA, ensuring all were fully prepared for the project. A total of 11 SKT modules were delivered, covering a variety of network operations. Post training assessments ensured participants gained knowledge applicable to the job roles they fill. One of the major advantages of the SKT service is that complete knowledge transfer is ensured as all participants attend until achieving at least an 80 percent score in the post assessment.

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Ivan Pastor, Chief Technical Officer, Claro

As a result, Claro's network operation has improved dramatically. As an additional benefit, the SKT program heightened employee motivation. Claro is the first operator in Central America, The Caribbean and northern Latin America to utilize Ericsson's SKT solution. Ivan Pastor, Chief Technical Officer, Claro, describes the effect that training has had on network performance: “Following the SKT project, the engineers feel more knowledgeable and their level of expertise has grown a lot, enhancing their troubleshooting abilities and enabling them to solve issues quicker and in a more efficient way. It is also noticeable that their self confidence has increased a great deal.”



Ivan Pastor,
Chief Technical Officer,
Claro

Highlights

Customer

Claro, Honduras.

Customer Objective

Improve network operations, increase employee knowledge and enhance end-user experience

Ericsson Solution

- Structured Knowledge Transfer (SKT)

Customer Benefits

- Enhanced network operations
- Fast, effective competence development
- Motivated employees.

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