

Case Study 1 – How TP’s training consultancy service is able to transform organization to support their new business direction

TP provide training consultancy services (TCS) to organization to analyze their training needs and customized a training program tailor to their organization. TP has successfully supported the transformation of a service provider in Thailand that help to enable their staff to be retrained to support their new IP based services.

This organization is previously having a legacy infrastructure and in progress to transform into an IP based platform to support new business needs. They have the following challenges

- Current technical team has limited IP knowledge as the organization move toward IP centric infrastructure
- The organization also adopt the strategy of training the old staff instead of employing new one, however there are no structure training plan

This then lead to the business impact

- Staff unable to effectively support new business leading to customer satisfaction issue and losing market share
- Many escalation from junior staff on simple fault, leading to productivity issue

TP is able to provide the following services to support this organization:

- Pre-training skill assessment to identify the gap
- Customized training program to address the gap
- Post-training skill assessment to assess the effectiveness of training
- Developed a training roadmap for continuous improvement

The result is that the organization now has:

- Structure process to understand the skill gaps, select the right staff to the right level of training
- Hence a proper development plan for staff, productivity improve and employee satisfaction is raised
- Leading to better customer service and royalty