

Outsourcing

Telstra and Accenture: Enabling Business Transformation through Learning BPO

Video Transcript



High performance. Delivered.

In November of 2005 our Chief Executive Officer announced the transformation blueprint. There were a number of initiatives associated with that blueprint and one of those was the upskilling of our field and technical workforce.

- Consulting • Technology • Outsourcing

One of the things that Telstra wants to be known for is to be leading edge in terms of everything they do either technologies or the upskilling of their staff or the customer service. There's a whole host of things which Telstra tries to be the leaders in in a very competitive market within the Australian marketplace. One of the things that has happened in the past and particularly because of transformation is the engagement of global partners to enable us to be able to go on that journey and do it right the first time. Accenture is one of those partners and they are the ones that partnering us in the Telstra Learning Academy in the upskilling of our field and technical workforce.

I think the first achievement has been the partnering with Accenture, a global organization which brings to the table expertise in this

learning space, and to be able to partner with Accenture for the Telstra Learning Academy has been a huge bonus. So that's the first achievement. The second achievement for the last 12 months has been the fact that we've been able to put through over 12,000 students to undertake job ready and what we call transformation training. And that in itself is an achievement compared to previous years. I think the third achievement is that the training plans that we've put into place have been aligned to the business objectives and the business objectives are underpinning the transformation journey that we're undertaking at the moment. So those three achievements probably stand out amongst a whole host of others that have occurred during the past 12 months.

Copyright © 2008 Accenture
All rights reserved.

Accenture, its logo, and
High Performance Delivered
are trademarks of Accenture.