

Outsourcing

# Telstra: Learning Business Process Outsourcing

Interactive Credential Transcript



*High performance. Delivered.*

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Telstra teams with Accenture to develop world-class workforce in support of transformational business strategy.

Telstra is Australia's leading telecommunications and information services company, offering a full range of telecommunications services including access services for most businesses and homes in Australia, mobile telecommunications services, broadband access and content, data and Internet services, and pay television.

"Telstra is undergoing a major transformation with the introduction of new advanced technologies, and we are leveraging Accenture's global expertise so that our employees are skilled in these new technologies and can deliver better service to our customers."

Michael Rocca  
Group Managing Director  
Telstra Networks and Services

## At a Glance

Client name: Telstra Corporation Ltd.

On the web: [www.telstra.com](http://www.telstra.com)

Project: Learning Business Process Outsourcing

Executive summary: Under a five-year outsourcing agreement, Telstra selected Accenture to design, build and manage the Telstra Learning Academy, which provides learning services to more than 23,000 Telstra employees.

## Business Challenge

Telstra's strategy was to strengthen its leading position in the Australian telecommunications market. Key to realizing this strategy was a technology transformation initiative that included building a nationwide third generation mobile network. Critical to the success of Telstra's agenda was the five-year A\$200 million (US\$188 million) training investment that would provide Telstra's staff with the skills needed to develop and maintain these next-generation networks, products and services.

## How Accenture Helped

Accenture teamed with Telstra to design, build and manage the Telstra Learning Academy, with Accenture providing curriculum planning, content development, learning delivery, performance consulting, support operations and technology services. An operating model and blueprint were established to transform Telstra's learning capabilities in support of its transformational business goals. Key to this is Business Interlock, Accenture's proprietary service that aligns learning strategy and delivery with business objectives.

## High Performance Delivered

- Training to support restructuring of field work dispatch business contributed to a 40 percent increase in workforce productivity.
- Call center induction program contributed to an 11 percent reduction in average call handling time, translating into annual savings of A\$1.6 million (US\$1.5 million).
- New training for communications technicians contributed to an increase in field workforce productivity of more than 20 percent.

[Read the full story](#)

[Read the Telstra News article](#)

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