

Case Study

Customer description

90.2 million customers of the worldwide T-Mobile communication network make use of the advantages provided by this strong international group for their individual purposes. Over 4.7 million customers on the Czech market rely on T-Mobile and the company's first class mobile network covers more than 99% of the Czech population. The company aims to provide straightforward easy-to-use services that guarantee their customers excellent value at home, while travelling and abroad.



Educational needs

Mobile communications are a fast developing industry. In order to provide reliable and first-rate services, T-Mobile needs to employ reliable, competent and creative employees. Employee education and personal development are therefore among the company's top priorities. The company won the first prize in the prestigious Employer of the Year competition in the "The Most Sought-after Employer 2005" category in the Czech Republic owing to their attitude to employee education and employee benefits. T-Mobile

decided to implement e-learning in order to provide the widest possible range of training for professional and personal development of their employees, while allowing the employees to organise their time dedicated to education individually. E-learning was introduced with the aim to satisfy the continuously increasing educational requirements, while keeping the budget requirements at a reasonable level.

E-learning solution

Suitable educational courses, as well as a reliable system for tuition management and evaluation needed to be chosen for 3500 employees. The iTutor product by Kontis s.r.o. was selected in a tender. The iTutor management system, including additional modules for analyses, automation and content creation, was implemented in T-Mobile in combination with SAP to ensure that the organisational structure, individual user accounts and their organisational integration in the iTutor LMS can be created automatically via transfer from the HR module of the SAP system. Kontis implemented several system modifications for T-Mobile, including modification of the appearance of all interfaces according to the company's requirements, single-sign login and full integration in the company's intranet. The iTutor system was installed on two independent servers with automatic redirection according to capacity utilisation in order to ensure its maximum output. Furthermore, T-Mobile needed a solution ensuring that those users who are not permanently connected to the system can also use the e-learning facilities. This requirement was solved by purchasing the iStudent Off-line module from the iTutor Access family of tools,



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which allows users to perform various student and administrator tasks without a connection. The iStudent Off-line tool allows selected employees to study any of the SCORM courses without a permanent connection. This interface facilitates saving results of studies and student's interactions, synchronisation of personal administration and discussion boards and distribution of the content among students.

T-Mobile opted for the Online English courses from Kontis for the pilot operation of the newly implemented system. Before launching the project, T-Mobile in cooperation with Kontis ensured that all employees are thoroughly familiarised with the new educational method using e-learning. All employees were given the opportunity to gain understanding of the benefits of the new system and its impact on their work and education. Following the successful pilot operation, the company now offers this attractive method of language self-education for all of its employees. T-Mobile selected the first-rate multimedia courses by SkillSoft, which use the latest educational strategies and simulations, to address the company's extensive needs in soft skills. Kontis as a SkillSoft trade agency implemented a package of 25 extensive courses on topics such as time management, leadership, finance, communication, team building and management. The company has used these courses with great success for two years. T-Mobile gradually commissioned Kontis to create a range of custom-built courses on products and safety. As iTutor is an open solution based on SCORM or AICC, T-Mobile has supplemented it with e-learning courses for various other areas produced by other manufacturers.

The success of the solution is also shown in the fact that T-Mobile Slovakia subsequently decided to implement the same system. T-Mobile Slovakia implemented the iTutor

solution extended by features such as virtual classes (iTutor Conference) and education process logistics (iTutor Catalog) at the beginning of 2006.

Benefits of the solution

E-learning became popular with T-Mobile employees as a fast and modern educational method. A large group of employees was targeted successfully and trained intensively. The company management obtained interesting assessable data on results of employee education. Employees appreciate e-learning as an interesting method for fostering their personal development and enhancing their expertise and professional skills that saves their precious time.



Statement of the Project Manager

Kontis successfully met all of our challenging requirements for education via e-learning and our ongoing cooperation and extending the implemented solution to other countries is the best proof of this success.

Petra Ružičková
Human Resources Education Specialist

