

A WISE DECISION

Increased technical multi-vendor competence from Ericsson leads to improved performance for Claro, Brazil

Highlights

Customer Objective

- Improve performance levels of non-Ericsson equipment
- GSM competence development with minimal staff disruption
- Reduce OPEX and generate revenue
- Improve maintenance process

Ericsson Solution

- Structured Knowledge Transfer
- Competence Consulting

Customer Benefits

- Fast increase of technical competence
- Improved network performance and efficiency
- High return on investment

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Rodrigo Araujo,
O&M Director,
Claro

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To expand its knowledge base in multi-vendor equipment, Claro looked to Ericsson's proven Structured Knowledge Transfer (SKT) to improve cost-efficiency and service quality.

With coverage over 84 percent of Brazil's population, Claro needed to maintain the technical proficiency of its network. Claro had identified knowledge gaps in several areas of the multi-vendor environment that were directly affecting the operations and maintenance efficiency of Base Transceiver Stations (BTS). The operator wanted to develop a solution that would save OPEX while building competence from within.

Having identified inadequate performance from other vendors' education activities as a key issue, Claro looked to achieve competence development using an alternate vendor. Ericsson and Claro had a well-established relationship, particularly in the arena of Structured Knowledge Transfer (SKT). SKT is an accelerated learning experience that delivers on-the-job mentoring to employees in the workplace. Claro had previously benefited from 24 SKTs in the Ericsson part of its network and sought to apply the same methodologies to its multi-vendor equipment performance.

Nelson Takao Fugita, Key Account Manager, Ericsson, describes the significance of this decision: “The SKT for multi-vendor BTSs demonstrates the deep confidence that Claro has in Ericsson's competence development services.”



Rio de Janeiro, Brazil

João Luiz Batista Filho, Education Consultant, Ericsson, outlines the solution: “This was Ericsson's first multi-vendor SKT contract for non-Ericsson technicians in the world. It was adapted for Claro to optimize its competence development budget and improve operations and maintenance.”

This unique situation required Ericsson's experts to apply a feasible and focused competence development plan for a variety of equipment. Employees received training in their own work environment, producing immediate benefits in operational efficiency. Ericsson's Structured Knowledge Transfer achieved significant benefits and generated improvements, for example, on a specific maintenance procedure that, in around 30 minutes, decreases the BTS unavailability for a circuit board replacement.

Rodrigo Araujo, O&M Director, Claro, underlines the value of Ericsson's training: “SKT is a powerful methodology that helps operators to speed up a team's learning process. This has a direct benefit for operational results.”