

## Outsourced but fully integrated.

---

Viavi is a market-leading provider of intelligent, location aware solutions for mobile operators. Their products include an enterprise software solution with the capability to deliver powerful and accurate insight into consumers' voice and data experiences. It is transforming decision-making at the highest level of major tier 1 mobile operators around the world, boosting their network performance and enriching customer experience.



## The Challenge

---

Exceptionally high sales growth has created a considerable, although complex, opportunity for customer training. The challenge for Mpirical was to provide Viavi with a high-quality, globally accessible and cost-efficient training solution - fully outsourced yet integrated and presented as part of Viavi's professional service to customers.

## The Solution – Certified User Training.

---

The certified training programme is accessed via a dedicated Viavi learning portal, providing structured learning for end users all over the world - all as part of Viavi's service to their customers:

**Training** - is delivered 'live' on each customer's network for instantly visible results and higher-impact learning.

**Customers** - progress at their own pace through a structured, modular programme - including valuable pre learning and post-learning support.

**Academically certified** - user qualification reflects the quality and potential of the product, enhancing customer confidence and satisfaction.

## The Value

---

Viavi were able to deploy a fully integrated training solution, which was vital to their operation and extremely effective.

**Viavi** are offering a comprehensive training programme as part of their professional service to customers.

**Training** is developed, managed and provided by a dedicated team of training specialists

**Value** gained from product deployment is greatly improved, as customer's gain through understanding of its powerful capabilities.

**Potential** for wider use within the organisation as more applications are explored.

## Mpirical as your partner

---

Mpirical are global-leaders in telecoms training, consultancy and training management. We can offer a completely flexible, strategic partnership in technical training, tailor made to your organisational and customer requirements.

## Contact Us

---

For a no obligations chat on how we can support you with your training challenges get in touch: email: [enquiries@mpirical.com](mailto:enquiries@mpirical.com) or tel: 01524 844669.