

An Academy for a Company with a Digital Focus

Telefónica are one of the largest telecommunications companies in the world in terms of market capitalisation and number of customers. With its best in class mobile, fixed and broadband networks, and innovative portfolio of digital solutions, Telefónica is transforming itself into a 'Digital Telco', a company that will be even better placed to meet the needs of its customers and capture new revenue growth.



The Challenge

O2, as part of the Telefonica group have a large technical staff base who manage and maintain the network infrastructure delivering mobile service to customers in the UK. The network is evolving all the time and keeping staff skills up to date is a never ending task. As part of the "Digital Telco" edict Telefonica UK looked to move a significant proportion of their generic technical learning into a digital format.

The Solution – The Telefonica UK Academy

Mpirical are the pioneers in video based tutorials designed to educate both technical and non-technical staff in all aspects of mobile and wireless telecommunications technology. An extensive portfolio of training was identified to meet the needs of O2 network staff. This was incorporated into a fully branded learning portal so that staff could easily access a wide, yet focused portfolio of training.

Focused Training – the training plans were designed to meet the specific needs of the user. So minimizing time away from the work place and maximising knowledge transfer needs.

Anytime Training – the nature of the learning format means users can learn at a time and in a place that best suits them.

Digital Format – in keeping with the Telefonica edict, the training is delivered in high quality HD video, with reference guides and other learning resources also produced in digital format.

Mobile – the training can be accessed from PC, Tablet and Smart Phone. So giving maximum flexibility to the learner.

Certified Training – the fact that Mpirical's technology training is certified by the ITP (Institute of Telecoms Professionals) those completing these courses through the academy could gain the recognition that comes with properly certified training.

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 or tel: 01524 844669.