



**mentor**<sup>™</sup>

# Case Study

Telecoms  
Infrastructure Provider

## Focus

- Transformation velocity
- Operational efficiency
- Program portfolio management

## Client

A leading telecommunications company with critical infrastructure vital to millions of people and machines. Their customers range from mobile network operators to major broadcasters and utility companies.

## Situation

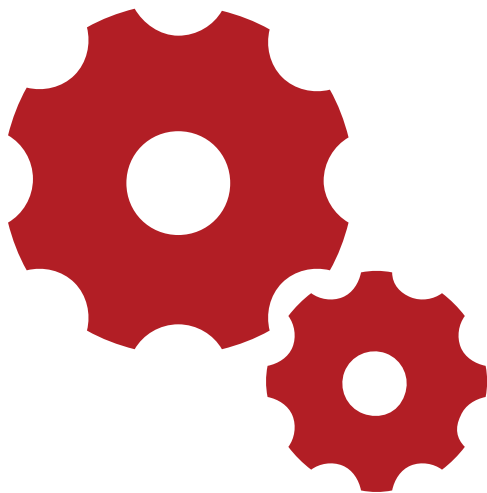
The speed of infrastructure site rollout was not keeping pace with contractual commitments and damaging key client relationships.



## Challenges

A Mentor Independent Program Review identified poor linkage between currently running programs and the defined business objectives.

Limited ability to scale and a lack of operational experience were having an adverse effect on the delivery function. A long-established organisational culture was preventing the company from managing a speedy transformation.



## What we did

The recovery process was directly managed by a Mentor team fully integrated into the client's organisation.

The revitalised delivery plan focused on organisational redesign to industrialise delivery capability. End-to-end operating processes were redefined; new business-critical tools and systems developed and implemented to deliver the desired benefits.

## Results

**195%**  
Revenue uplift

Accelerated site delivery  
**from 100 to 350 sites  
per month**



**mentor**<sup>tm</sup>  
Results. **Nothing Less.**

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