



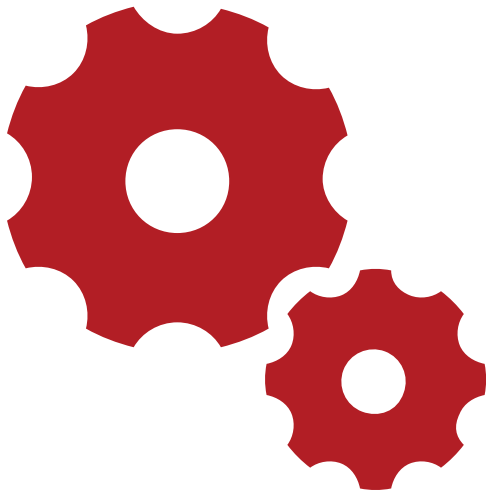

mentor[™]

Success Story

Telecommunications
Operator

Challenges

Through a Mentor Program Review we identified problems that were preventing delivery of the project. These included no definition of the program, no credible view of the status of the project, unfocused effort on project delivery, inadequate link between the business plan and its program. There were also signs of poor management and supplier/partner management.



What we did

First, we overhauled roll-out processes and implemented a new organisational structure. We renegotiated the site sharing contract, and developed plans for launches in both the business and consumer markets. We also developed and launched a new customer management system, and developed new handset and SIM proposition strategies.

Results

Developing the alternative rollout enabled an urban launch 12 months ahead of schedule, The operator and full network launch scheduled was accelerated by 3 months.

40%

of lost revenue recovered



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Results. Nothing Less.

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