

CASE STUDY

T-Mobile®



“*Kontis fully succeeded in meeting our high demands for e-learning education, and our ongoing collaboration – expanding the solution into other countries – is the best proof of that.*”

Petra Růžicková, Human Resources Development Specialist

Company Profile

90.2 million customers worldwide rely on T-Mobile's global communications network, benefiting from the strength of an international group to meet their individual needs. In the Czech market, more than 4.7 million customers trust T-Mobile, whose top-tier mobile network covers over 99% of the Czech population. The company's goal is to provide services that are straightforward and easy to use, offering customers excellent value at home, on the go, and abroad.

Training Needs

The field of mobile communications is rapidly evolving. To deliver reliable, high-quality services, T-Mobile needs dependable, capable, and creative employees. Employee development is therefore a top priority. Thanks to its approach to staff education and employee benefits, the company won the main prize in the prestigious "Employer of the Year" competition—being named Most Desired Employer of the Year 2005 in the Czech Republic. To ensure employees have access to a wide range of training, supporting both personal growth and professional expertise—while enabling flexible scheduling—T-Mobile opted to implement e-learning. The goal was to satisfy ever-growing training needs within a reasonable budget.

E-learning Solution

For 3,500 employees, it was crucial not only to select appropriate training courses, but also a reliable system for managing and evaluating learning. In the selection process, the iTutor platform by Kontis s.r.o. was chosen. The iTutor system, including advanced modules for analytics, automation, and content creation, was integrated with SAP at T-Mobile, so organizational structure, user accounts, and their placements in iTutor's LMS are created automatically via transfer from the SAP HR module. Kontis made numerous system adjustments for T-Mobile, including customizing the interface to company standards, implementing single sign-on, and achieving full integration with the intranet. For optimal performance, iTutor runs on two independent servers with automatic load balancing. T-Mobile also needed to allow certain users to study even without a constant system connection. This was solved by adopting the iStudent Off-line module from the iTutor Access toolkit, enabling both students and administrators to perform various tasks without being online. With iStudent Off-line, selected employees can study any SCORM courses without permanent connectivity. This interface manages storage of study results and student interactions, synchronizes personal messaging and discussion forums, and distributes content. For the pilot, T-Mobile chose Kontis's Online English courses. Before launch, T-Mobile and Kontis made sure all staff were well informed about e-learning, enabling everyone to understand the value and impact of the new method.

After a successful pilot, the company now offers all employees this attractive approach to language self-education. To support the wide training needs in soft skills, T-Mobile selected SkillSoft's top-tier multimedia courses, which use advanced instructional strategies, including simulations. Kontis, as SkillSoft's representative, implemented a package of 25 comprehensive courses in areas such as time management, leadership, finance, communication, team building, and management—successfully used in the company for two years. Gradually, T-Mobile also requested a range of custom product and safety courses from Kontis. Because iTutor is an open solution based on SCORM and AICC, T-Mobile can also add e-learning courses from other providers in various areas. The system's success is underscored by the fact that T-Mobile Slovakia also chose to implement the same solution, and since the beginning of 2006 has added features such as virtual classrooms (iTutor Conference) and training logistics (iTutor Catalog).

Training Benefits

E-learning quickly gained popularity among T-Mobile employees as a fast, modern way to learn. It enabled the company to reach a large group of employees and provide more intense training. Management gained valuable and measurable insights into educational results. For employees, e-learning represents an engaging way to deepen personal development, professional knowledge, and skills—while saving precious time.