

# Learn iT!

## Telecommunications Equipment Supplier learns Professional Development training

“Through conversations and team meetings, there has been an improvement...I have seen fundamentals and techniques that [Learn iT’s! instructor] described in the training being invoked and reiterated..” - Jena, Project Manager

### Situation:

This leading telecommunications equipment supplier whose sole focus is access is located in Petaluma, CA. The company provides industry-leading solutions deployable throughout the access network, enabling a rich set of information, communication and entertainment services over a combination of fiber and copper – providing customers the ultimate competitive edge.

Over the last 3 years the organization was experiencing rapid market growth; their initial single-product, single-solution became a multi-product, multi-solution in the telecom access market. Through an organizational acquisition and organic business growth, the company experienced changes in communication paths, product innovation processes and product development processes. They decided it was necessary for some key players within different departments to become project managers. Although no one held a Project Management title, they realized some employees had to carry dual positions - their department and Project Management dual-roles. They wanted to provide proper training around Project Management in order for team members to feel comfortable within their new PM roles.

### Solution:

Jena, a Program Manager at this firm heard about [Learn iT!](#) by attending a local PMI (Project Management Institute) symposium and then contacted Learn iT! as their learning solutions partner. Learn iT!’s team conducted a series of meetings and interviews with Baker and a colleague and created a customized, tailored training specific to their needs. They created 2 training sessions and built the Project Management curriculum based on participant skill sets and business units and as a result, a team-building environment was created. One of the challenges the company faced was offering training to their satellite offices while still remaining within budget. Learn iT!’s instructor was able to provide concurrent WebEx sessions alongside the onsite training which allowed 8 students, who would not have been able to participate otherwise, to participate.

### Result:

When attending her team meetings, Jena hears students reiterating lessons – highlighting pertinent PM fundamentals as part of their project process. She considers the Project Management training a success as other business units have approached her looking for additional training for their teams. As an added bonus for the students, Learn iT! was able to issue immediate course credits because of its membership as a PMI Global Registered Education Provider.

### Overview:

**Customer:** Telecom Equipment Supplier

**Number of Employees:** 350

**Location:** Petaluma, CA

**Industry:** Telecommunications Equipment

**Solution:** Project Management Fundamentals training

**Learn iT!, Inc.**

[www.learnit.com](http://www.learnit.com)

San Francisco

415.693.0250

Santa Clara

408.200.0953

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