



“ We’re removing the barriers that get in our way, so that we can really exploit our skills, talent and experience and make this an organization full of ‘brilliant people.’ ”

Clive Selley, CEO Services & Operations, BT Technology

## BUSINESS CHALLENGE

BT employs over 87,000 people and is the major provider of telecommunications networks and services in the UK. It is also a key player in the global communications market, providing services to large corporate and public sector customers in more than 170 countries, across a range of sectors, including banking and financial services, consumer packaged goods, logistics, pharmaceuticals and manufacturing.

To ensure continued headway into new markets, as well as to maintain and defend its traditional customer base, BT needed to rapidly grow a new set of IT skills with higher and more consistent levels of capability, as well as foster a culture of innovation and knowledge sharing across the organization.

## ABOUT BT

BT is one of the world’s leading communications services companies, serving the needs of customers in the UK and in more than 170 countries worldwide. Their main activities are the provision of fixed-line services, broadband, mobile and TV products and services and networked IT services. In the UK BT is a leading communications services provider, selling products and services to consumers, small and medium sized enterprises and the public sector. BT also sell wholesale products and services to communications providers in the UK and around the world. They supply managed networked IT services to multinational corporations, domestic businesses and national and local government organisations.

## HOW SKILLSOFT® HELPED

Together with Skillsoft, BT has been able to support the implementation of Accredited Learning Pathways (ALPs) by providing a comprehensive online resource to staff across a number of key areas. The courseware catalogue is aligned to relevant Accredited Learning Pathways (ALPs), to keep content fresh for those at varying levels, including IP networks and CompTIA networking modules, and to allow people to learn the key principles of a modern enterprise network.

In addition, study groups are created as a support mechanism for people using Skillsoft Live Learning as a way of working towards an external accreditation. Skillsoft has also worked with BT on a number of specialist “drop-in” surgery sessions, so that learners could review aspects of the learning program they did not fully understand.

## KEY METRICS

19

**19** ALPs covering technology domains including networks, voice, data centers, mobility, TV, software development, solution architecture, research, testing and security were developed.


6K

Over **6,000** staff have completed ALPs across all levels.

Continuous learning is now embedded in BT.

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 866-757-3177

