

RedSeer helped one of top-3 Indian pure-play BPO create domain expertise and knowledge base

Situation

Client: One of top-3 Indian pure play BPO

Situation: Company had recently transformed its organization structure from function-based to vertical-based, and wanted to create domain expertise for telecom vertical management

Approach

Create Training Material

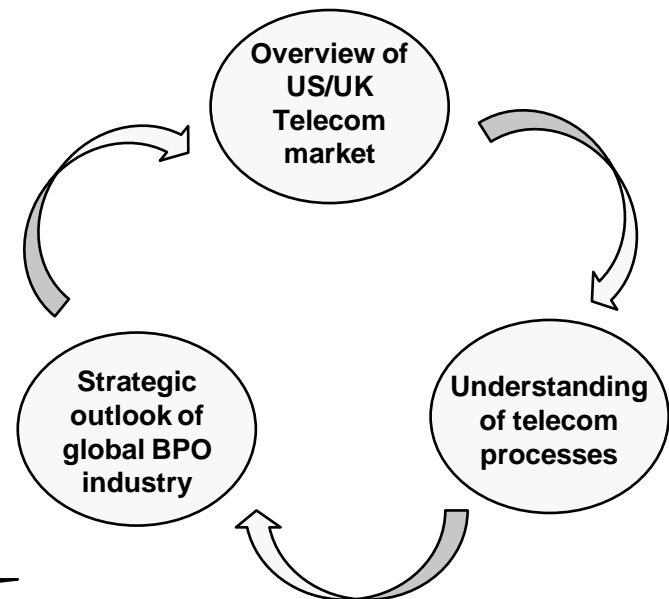
Comprehensive Training material including strategic outlook of Telecom BPO market

Workshop with Senior and mid management

RedSeer delivered a 3-day workshop

Assessment & update

Continuous assessment and quarterly updates of the training material were done



Impact

Helped the client create a strong knowledge base for newly created telecom vertical