

CASE STUDY – KCOM

A little bit of 'Knowledge' goes a long way

Even the most successful company, which celebrated its centenary in 2004, occasionally needs the advice and expertise of another organisation. Said success story and communication services provider, the -KCOM Group plc, put its business in the hands of IT training and business skills provider Global Knowledge with remarkable results.

The business 'know-how'

KCOM Group's focus is to enable both businesses and consumers to enhance their communications experience. As communications and collaboration have become more fundamental to business success, the emphasis within this area turned to meeting customer needs with less focus on personal development and internal coordination. While training and employee expertise is recognised as crucial to continuing the company's success of over a 100 years, the way in which it was implemented was less definitive. Job roles became blurred as learning and development consultants took on the administrative backlog, with training becoming unco-ordinated and expensive, as employees took on responsibility for their own career development. This was resulting in a lack of control on training budgets and inconsistency in the quality of the training received.

A fresh approach

The HR team at KCOM Group wanted to put more value back into the business and at the same time needed a more comprehensive training initiative, where employees could track their progress and receive guidance on the courses they chose.

"We needed to change our way of working and establish a level of control," explained Julia Snow, Group Development Consultant at the KCOM Group. "Training had become ad hoc with many managers doing their own thing, and we needed to control costs and deliver a more consistent approach."

This is where Global Knowledge's managed services offering came into its own. While it originally came on board as one part of KCOM Group's managed services team, the training provider always went beyond its remit to source the very best training and services from all over the country. When a company merger saw the joint suppliers drop off and Global Knowledge operate the full managed services contract alone, the KCOM Group experienced a less restrictive and wider-ranging offering. By creating a level of discipline and control, Global Knowledge set up a consistent and high quality learning development programme for all employees. As a leading partner of choice, it also took on the time-consuming activities that come with a multi-skilled enterprise, such as selecting training partners, managing external suppliers and invoicing. The company also provided a variety of courses with the support and guidance that would ensure KCOM Group benefited even more from a training perspective.



Learning Solutions



The MyLearning scheme applies throughout the Group, works closely with the HR and finance departments to tie in career building and development opportunities with financial and budget control. It forms an integrated part of the HR team's "My" branded services. As well as ensuring all employees are trained effectively, it avoids impromptu spending from doubling up on courses. In that sense it's reducing the time spent on coordinating training while adding value to the business. It guarantees each employee receives good quality training that's suited to their needs at an affordable price, through a selection of events, tutorials and e-learning activities.

"It's very important to the Group that each of our employees learn and develop in a way that suits them best," explained Julia. "With Global Knowledge we're confident that people are being given the opportunity to take control of their own learning in a cost-effective and timely way, and which benefits the company overall."

Wider business Knowledge on a Global level

With the help and support of Global Knowledge, the KCOM Group has transformed the company from a disjointed learning environment to a managed and controlled sphere.

The KCOM Group has embraced the learning management system with some obvious benefits. Not only has the partnership freed up time and, more importantly, achieved cost savings, it has also educated the company in some key business skills.

"As a company, we've put a lot of trust in Global Knowledge in return for their guidance and expertise," said Julia. "They helped us develop and in that sense the partnership is truly unique."



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