

Client Case Study: Global ICT Organisation

Background

In 2004 the director of Mundial Consulting was engaged in the delivery of a 'culture change programme' with a global ICT organisation.

The brief was to train 21,500 people in 12 different countries in specifically designed content.

Intervention delivered

Mundial Consulting provided programme management support as well as simultaneously project managing each country over a 9 month period.

This required Mundial Consulting to provide the client with:

- Commercial as well as delivery management in each country and;
- Quality and performance management of delivery

In total, 680 programmes were delivered to cross-functional employee groups, across which Mundial Consulting delivered commercial Benchmarking of participant satisfaction to ensure consistent delivery.

Results achieved

"The intervention which was delivered exceeded our expectations and provided the foundation for our service programme"

COO, Global ICT Organisation