

### Overview

Ericsson Learning Services is an extended enterprise training organization that focuses on delivering training to external customers on Ericsson products, services, and solutions.

Scalable Offerings built from modular capabilities, from a minor competence development plan for a new type of node up to a full scale business reengineering or transformation project.

End-to-end Offerings. Maintaining the “golden thread” from high-level strategic goals down to detailed task responsibilities and competencies.

Global and Local Expertise. Work with high-performance multi-functional teams of expert specialists and consultants from our global centers combined with local knowledge and technical expertise of the customer.



### Our Experience

**25+** Years of experience training telecommunications professionals

**31** Education Centers worldwide

**92%** Excellent Rating on Content

**160** Students from over countries

Over **300,000+** student days per year

Over **400+** experienced learning consultants and instructors

**94%** Excellent reviews on Trainers

### Ericsson Learning Services will help you to achieve your business goals

- › Competitive advantage – Ensure the right skills at the right time, to secure a competitive edge.
- › Increase performance – Improve business and operational performance by improving skills and competencies of your staff.
- › Reduce OPEX – Decrease cost by increasing efficiency.
- › Alignment with key priorities – Align the learning goals to business, operations, and performance strategies; in all areas of your organization.
- › Best practice analysis – Independent and unbiased critical analysis of every aspect of your competence management function based on industry best practices.
- › Clear improvement path – Increased visibility on areas for improvement and guidance on how to implement and manage change.
- › Major shift in workforce competencies – Drive change for new skills, behaviors, and job roles by understanding the business models with new technologies.
- › Developing talent and specialized skills – Develop a highly talented and specialized workforce to increase productivity.



### Training Program

Ericsson has developed a comprehensive Training Program to satisfy the competence needs of our customers, from exploring new business opportunities to expertise required for operating a network. The Training Programs is delineated into packages that have been developed to offer clearly defined, yet flexible training to target system and technology areas. Each package is divided into flows, to target specific functional areas within your organization for optimal benefits.

### 1500+ “Ready-To-Deploy” Courses

Product and Technology Course Curricula	
Multimedia	MPBN
TV	RBS 6000 & Baseband
User Management	Billing & Revenue Management (SA BSS)
GSM RAN	Ericsson Wallet Platform (SA M-Commerce)
WCDMA RAN	Microwave Networks
LTE RAN	Optical Transport
OSS	IP Broadband Network Management
Plan Build and Optimize	IP Networking
Evolved Packet Core Network (EPC) and Policy Control	Evolved IP Network Solution
IMS System & Products	Cloud/NFV and SDN
MSS (MRS, M-MGw, MSC, CTC, IP-STP)	WiFi Calling Solution and ENIW

## Training Program

### Methods of Delivery

Our customer focused approach applies the latest learning technologies and best practices to develop a customized learning experience via an ideal format or combination thereof.

- › Instructor Led Training
- › Virtual Classroom Training
- › Web Based Learning
- › Mobile Learning
- › Workshops
- › Videos
- › Open Enrollment
- › Gamification
- › Seminars
- › Webinars



### Customized Training Courses

As learning professionals, Ericsson understands that the success of a learning program depends on its relevance. Based on your particular needs, our team will adapt our content and delivery accordingly. Levels of customization range from selecting specific elements of existing courseware to developing entirely new content.

## Competence and Capability Consulting (C3) Approach

Ericsson Learning Services' C3 approach is a strategic, customized, structured, and cost-efficient way to plan, build, and secure the competence that meets your business and operational objectives. Our world-class expertise will help shape your competence needs. Our comprehensive and flexible portfolio will give you the power to succeed. Our solutions combine global strength with local expertise that will increase your performance anytime, anywhere.

### Our Approach



## Competence and Capability Consulting (C3) Approach

This is a preliminary effort to scope and define the customer's learning dilemma.

During this effort Ericsson will design an implementation plan and put together a proposal for the successful development, delivery, and measurement of a customized learning solution.



### ANALYZE PHASE: Scoping & Definition

- › Strategic goals
- › Business goals
- › Operational goals

- › Scope definition
- › High priority goals identified
- › Org. Structure
- › Quick win proposal of activities

Targeted  
Solution Design

DEVELOPMENT  
PHASE

Solution  
Implementation

IMPLEMENT  
PHASE

Solution  
Evaluation  
& next steps

MEASUREMENT  
PHASE

Analyze Phase Pre-requisite



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