



“For me, the success of this project has been reinforced not only by the number of staff accessing the system but the tangible feedback from staff with actual examples of how the eLearning courses have benefited them.”

Imran Cassim, Academy Senior Manager, MTN

Business Challenge

MTN Group is a multinational telecommunications company offering mobile communication and related products and services to individuals and businesses. MTN has mobile licenses in 21 countries and is an internet service provider in 13 countries. MTN's 24,000 employees, communicate in 5 official languages and represent 55 nationalities.

MTN wants to be the leading telecommunications provider in emerging markets and has invested \$37 million in employee development. To provide every employee with access to world-class eLearning via a fully integrated learning platform, and to further embed a self-directed learning culture in MTN, they deployed a project called e-Live.

How SumTotal® Helped

MTN launched SumTotal Learn: Enterprise (cloud) across 21 countries in Africa and the Middle East giving employees access to all the e-Live content. SumTotal facilitated integrated personal development plans (PDPs) and made reporting of completion rates more accurate, and promoted the use of the portal as a knowledge management tool. MTN can now upload its own content into the system and still produce reports.

By linking email tools to the reporting in SumTotal's solution, MTN can see a direct correlation between internal outreach and course registration and completion rates.

Key Metrics

Streamlined the way employees receive development

Eliminated the need for time-consuming approvals

Reduced costs associated with paper-based learning

About MTN Group

Launched in 1994, the MTN Group is a multinational telecommunications group, operating in 22 countries in Africa, Asia and the Middle East. The MTN Group is listed on the JSE Securities Exchange in South Africa under the share code: "MTN." In 2015, MTN recorded 231 million subscribers across its operations in Afghanistan, Benin, Botswana, Cameroon, Cote d'Ivoire, Cyprus, Ghana, Guinea Bissau, Guinea Republic, Iran, Liberia, Nigeria, Republic of Congo (Congo Brazzaville), Rwanda, South Africa, Sudan, Swaziland, Syria, Uganda, Yemen and Zambia.

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