



Streamlining global employee development



Business Challenge

The MTN Group is a multinational telecommunications company offering mobile communication-related products and services to individuals and businesses. MTN has mobile licenses in 21 countries and is an internet service provider in 13 countries; its 24,000 employees communicate in five languages and represent 55 nationalities. With the goal of becoming the leading telecommunications provider in emerging markets, MTN has invested \$37 million in employee development; notably, the company deployed a project called e-Live to further embed a self-directed learning culture and provide every employee with access to world-class eLearning via a fully integrated learning platform.

How SumTotal Helped

MTN launched SumTotal Learn: Enterprise (cloud) across 21 countries in Africa and the Middle East, giving employees access to all e-Live content. SumTotal facilitated integrated personal development plans (PDPs), made completion rate reporting 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.

About the MTN Group

Launched in 1994, the MTN Group is a multinational telecommunications group that operates in 22 African, Asian, and Middle Eastern countries. 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.

Key Results

Streamlined the employee development process

Eliminated the need for time-consuming approvals

Reduced costs associated with paper-based learning



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

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