

# Client Story: Leading Telecom Company

One of India's leading telecom company wanted its network leadership organization to lead digital transformation. Accelerating digitalization of processes was identified as one of the key strategic priorities for the organization and the company was keen that its high potential leaders are able to develop and drive digital transformation on their own.

## APPROACH

- InspireOne worked with the client to develop and implement a 12 month intervention on digital transformation
- Intervention started with a 360 degree assessment of leaders on digital mindset followed by with one to one feedback
- The cohort under went 4 learning programs- Digital Mindset, Design Thinking, Business Partnering and Organization Agility. These programs were delivered by international experts
- Throughout the journey, participants worked on several application assignments including hackathon, teaching others and developing business case. Additionally frequent virtual fireside conversations were organized with senior leaders of digitally savvy new age organizations
- Through organization insight gathering process, 6 strategic digital transformations were identified and participants were asked to apply the program learnings to implement these projects. Participants also went through 3 team coaching sessions to handhold them on the projects

## OUTCOMES

- Pre and post behavioral assessments showed a significant improvement in digital mindset, experimentation and innovative thinking. Overall, a 13.5% positive behavioral change was observed
- 6 new digital innovations were launched which led to measurable business impact in customer acquisition, customer engagement, reduction in manual work and smarter decision making. All of these digital innovations were adopted by the organization for scaling up.