



Case Study

PTS provides quality training in many areas and this case study illustrates our approach to one project

Developing the role of a ‘trusted advisor’ is challenging as it requires staff who not only offer sensible advice on their own specialist subjects but also have additional skills.

In recognition of the importance of this training project, Capgemini undertook a supplier selection process – which we were glad that PTS won as it has given us an opportunity to work intensively with them in developing a bespoke programme.

“ As worldwide leaders in consultancy, technology and outsourcing we understand how important it is to keep our staff at the leading edge of our customers need. The PTS training programme delivered against the key objectives we set and exceeded our expectations. ”

Gordon Walker, Director

Take a fresh look at training



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The project required the development of Capgemini people who were going to be resident within the customer’s organisation, and who would be working closely with their customer’s to quickly become part of the fabric of the customer’s organisation with the objective of making a genuine contribution to the customer.

These teams of people would have varied job functions and varying skills sets, but as skilled people they see and understand the interdependencies with what they are doing and observe the peculiarities within the customer organisation. Usually managed by service delivery managers this role, apart from ensuring the smooth delivery of the service sold, is very often perceived by the customer as a ‘trusted advisor’, somebody who could offer sensible advice on issues often outside their own particular responsibility. For this to happen the people in the service delivery manager role have to possess additional skills to their existing technical, man management and project management skills, such as good communication, commercial acuity and ethical advisory skills.

After development, the first phase of the programme was run as a road show covering all of the UK with the agenda of the programme including:

- an explanation of what was required
- the extent of the opportunity and the benefits to the customer
- an update on product development to ensure that the service delivery managers were able to understand the implications of cross-selling and up-selling.
- the difference between selling, consulting and advising were covered with a mix of tutorial input, group activity and practical sessions.
- organisational structures and internal politics were covered
- the approach needed when dealing with senior people
- a fun element was introduced to focus attention on the importance of qualifying an opportunity correctly before making any formal approach, ensuing any current account management structures were maintained.
- a final practical exercise was undertaken to establish where the current opportunities were, how they would be managed and the clarity of the reporting mechanism.

To ensure continuity and a seamless transition for those showing potential with these newly acquired skills, after successful delivery the programme is being integrated into the current existing training programmes within Capgemini.

Phase 2 is being reviewed now.

PTS has a wealth of expertise spanning 25 years.