



Telecommunications

Accelerate your company's digital transformation

Migrate to 5G, address network security vulnerabilities, improve customer loyalty and automate customer service to increase efficiency. These are key business priorities for the telecom industry, but thanks to technology, companies need new strategies. To successfully ride the digital transformation wave, companies must invest in their people, processes and technology.



The global technology, media and telecommunications sector will face a skills shortage of 4.3 million workers and an unrealized output of \$449.7B by 2030.

KORN FERRY
FUTURE OF WORK: THE GLOBAL TALENT CRUNCH



Attracting, training and keeping the right talent to execute a digital transformation strategy is crucial

Telecommunications companies partner with Udacity to:

- Analyze customer data from 5G networks to deliver better-tailored solutions
- Reduce costs and improve scale by migrating to the cloud
- Build AI-powered models to predict and reduce customer churn
- Collaborate with players in the growing cloud ecosystem to unlock new revenue streams
- Automate back-office tasks and customer service support to improve operational efficiency

Our programs are designed so that your employees can immediately apply their knowledge to the job. Udacity also partners with top companies to develop its courses. For example, Udacity co-creates cloud computing courses with Microsoft Azure and Amazon Web Services.

Transformational learning for telecom professionals

We use technology to deliver courses at scale while providing human support and feedback at critical moments. Only Udacity has advisors available 24/7 to assist learners when they're blocked and provide personalized feedback on their projects. Not only is this learning approach effective for each employee, it is also transformational on a team and company level. Udacity's solution architects create tailored learning paths for your company so that skills acquired match your business goals.

Developing data expertise to streamline processes

Faced with a rapidly evolving industry, Norwegian telecom giant, Telenor, recognized early that investing in its existing talent was core to its longer term digital transformation strategy. By upskilling its employees with Udacity, Telenor began to see the positive impact of Udacity's courses on operational efficiencies almost immediately. Deep Learning learners transitioned from traditional statistical models to machine learning, thus boosting the speed and accuracy of





their work. Data science and data engineering cohorts reduced data pipeline setup time, accelerated systems deployments and reduced maintenance costs. The company further saw a transformation in the following:

- **Over \$9 million to date in savings** attributed to the boost in workflow efficiency and the reduced need for increased hiring, outside contractors and consultants
- **700+ upskilled employees** geared with specialized data science skills
- **40% boost in efficiency and accuracy** of existing machine learning projects using Deep Learning

“During the three years we have worked with Udacity, we have been able to equip over 700 employees with critical skills in data science, machine learning, artificial intelligence, digital marketing, design thinking and cloud computing. Udacity has been able to rapidly prototype and successfully produce offerings in line with our changing strategic objectives with efficient customer service.”

Cristina Rynning
VP GLOBAL EXPERT DEVELOPMENT AT TELENOR

How can we help you?

[Contact us](#) today for a free consultative session.