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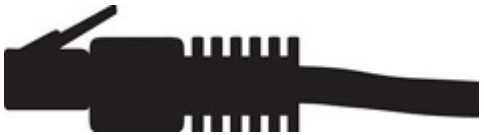
KT Corp: Improving Employee Performance and Job Satisfaction with Support from SAP® Education

Expanding from 4.5 million to 20 million fixed lines in just 12 years, KT Corp introduced universal telephone service to South Korea. Using the SAP® ERP application, KT Corp has customized over half the processes for its vast and complex business. With the SAP Education organization, KT Corp developed a program to help ensure that every employee has the expertise to use the enterprise technology they need with maximum efficiency and success. This helps keep customers happy and Korea connected.

Putting expertise at the heart of business strategy

KT Corp employees get the training they need to succeed



Objectives

- Retain employees involved in SAP® solution deployments after launch to leverage process knowledge gained during the project
- Help employees realize long-term career goals through a three-tier certification program
- Establish development plans in alignment with the certification program to put employees on an upwardly mobile career path

Why SAP® Education

- SAP Education offerings help develop training plans to optimize user adoption of SAP software
- The SAP Education organization has the expert knowledge to establish training needs based on diagnostic employee skill assessments
- The SAP Global Certification program provides a best-practice approach to achieving employee expertise at the associate, professional, and master levels

Benefits

- Provides a comprehensive understanding of industry best practices, processes, and structure
- Motivates employees by embedding career plans in overall growth strategy through efficient and effective learning programs
- Links participation to compensation packages
- Includes training resources and budget planning

Future plans

- Work with the Business Transformation Services group of the SAP Consulting organization to retain and develop internal transformation specialists at all certification levels, driving future process improvement and innovation
- Stay up-to-date with a subscription to the SAP Thought Leadership series
- Continue to maximize business performance through the Process Innovation Project

"SAP Education is helping KT Corp make the most of its SAP software investment. Not only can we enable our employees to maximize their task efficiency, we can also improve their lives through workplace satisfaction with the best-quality learning opportunities. It is great for our people and for our customers."

Sang-Hyo Kim, Director of the HR Division, KT Corp

Company
KT Corp

Headquarters
Seongnam City, South Korea

Industry
Telecommunications

Products and Services
Land and wireless communication services

Employees
32,186 (2012)

Revenue
21.99 trillion won (US$18.97 billion) (2011)

Web Site
www.kt.com

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