

## France Telecom Formation - Corporate University optimizes the management of its resources

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Training program management does not just involve the planning of human resource utilization. All logistical issues must also be overseen: reservation of training complexes, IT and audio-visual systems. In order to manage this infrastructure, France Telecom Formation - Corporate University puts its faith in ADE Enterprise.

### Name

France Telecom  
Formation- Corporate  
University

### Website

[www.francetelecom.com](http://www.francetelecom.com)

### Sector

Telecommunications

### No. of people

140 000 employees to train  
600 trainers  
280 rooms

### Training Budget

250 US million dollars

### Country and Geographical Presence

16 sites in France

### Challenge

Manage complex material  
resources

### Platform

Nationwide server

### Reputation

N°4 worldwide  
telecommunications  
provider

France Telecom Corporate University has been using ADE Enterprise since 1999 for the reservation of buildings and equipment used in the training environment (IT workstations, audio-visual equipment, etc.). "On average, 160 training sessions are organized each week." explains Olivier Laporte, Regional Manager for Resource Management in France Telecom Formation - Corporate University. France Telecom, fourth largest worldwide telecommunications provider employs and trains 140,000 people.

## "Simplicity in installation, accessibility for all actors in the planning process"

Before the adoption of ADE Enterprise, the manual method was the chosen approach: a wallchart with color coding served to allocate resources. A method which, apart from the inevitable errors which occurred, was long and laborious. Furthermore, it did not allow for long term planning.

"Nowadays, 30 seconds is enough to find an available room and allocate a session to it. We find ourselves much more able to anticipate planning on a long term basis" states a delighted Olivier Laporte.

### An improved diffusion of information

Twelve managers are already working with the software, but very soon this number will grow to thirty. Already, planning for the use of material resources is consultable throughout the whole of the France Telecom organization via their Intranet. The gain in time is considerable.

"We wanted to see to it that each agent would be able to consult the availabilities of such and such a resource, and organize independent training programs for the region where they are at that moment and for the region in which the training program will take place" summarizes Olivier Laporte.

## Centralized, simplified and efficient management of resources

ADE Enterprise allows for resource management from a single position. However, this simplification of organizational planning adds a human dimension: the system leaves each person in charge to manage their "own territory". "Thanks to ADE Enterprise, the people in charge of different sites can share their resources without being dispossessed of their geographical territory. This respect of responsibilities is important for acceptance of the system, and thus contributes to its efficiency" states Olivier Laporte.

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