



# YOUR SERVICE®

CLIENT CASE STUDY

## Nokia Siemens Networks

**Nokia Siemens Networks (NSN) serves telecommunications providers and partners across the world, with over 60,000 employees in more than 150 countries. Every day, a quarter of the world's population connects using NSN infrastructure and solutions.**

In a field that is evolving rapidly, NSN wants to lead transformation in the industry and regain market share. "Today, everyone has access to the same information, technology is going out of date faster than ever before, and the competition can replicate everything – except the attitude. We want to build a superior service culture to differentiate ourselves with unparalleled service excellence," says its CEO.

NSN is deploying UP! Your Service as the anchor educational component of

their global Service Excellence program. 650 members of their leadership team, including members of the Executive Board, have participated in one-day Service Leadership Workshops conducted by UP! Your Service. NSN also developed more than one hundred in-house Certified Course Leaders and is scaling UP! Your Service programs in 12 languages to 20,000 employees worldwide.

NSN is securing competitive wins and seeing positive changes with customers by applying UP! Your Service principles and frameworks to improve customer experience. These tools are an important component of ongoing success as NSN steps up service excellence across the organization.

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