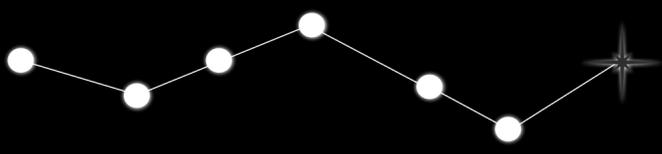


YOU'VE LANDED ON:

Planet Talent!

The Enabler

Progress Toward Techco:



Telco → Culture → Tech → Business → CX → Talent → Full Circle

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People-centric and adaptive
But insufficiently systematised.



Preliminary Assessment

The organisation prioritises learning, empowerment, and leadership development. Talent quality is high, but performance depends on individuals rather than scalable systems and data-driven enablement.

Potential Watch Outs

Organisational Ways of Working

- Capability development lacks standardised playbooks, processes and enablement
- Performance varies widely across teams
- Knowledge retention is inconsistent

Limits to delivering best-in-class Customer Experience

- Experience quality depends on individual or bot who owns the interaction
- Best practices are not replicated at scale
- Frontline empowerment outpaces system support

Technical Challenges

- Digital enablement tools lag organisational ambition
- Learning platforms are fragmented
- Feedback data is under-used

Circles recommendation to unblock next growth phase

- Define structured capability pathways linked to business value - pitch packs, functional onboarding kits, product & engineering tools & trainings
- Deploy digital tools that scale learning and collaboration - AI-first enablement, budget planning & allocation
- Connect talent metrics to operational and commercial KPIs
- Systematise feedback, coaching, and performance data

Digital Advisory Support Services (DASS)

Digital Advisory Support Services (DASS) provides hands-on strategic and operational guidance to help operators turn digital ambition into measurable outcomes. Working alongside your teams, our experts support everything from market strategy and go-to-market execution to operational optimisation and customer value management.

The focus is pragmatic and data-driven, ensuring decisions are grounded in real customer insights, clear KPIs, and proven operating models that drive growth, efficiency, and long-term competitiveness.

What DASS helps you achieve



Define clear market strategies, business plans, and performance KPIs aligned to your growth goals



Optimise operations across customer experience, distribution, and partner management



Execute go-to-market and digital marketing strategies that reach the right segments effectively



Leverage advanced analytics and CVM frameworks to improve engagement, retention, and lifetime value



Strengthen business performance through ongoing reviews, partnerships, and phygital strategies

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Ashish Gupta
Head of Business Development & Partnerships

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