



# CREATING TRAINING SOLUTIONS FOR A TRUSTED PARTNER

As distribution networks continue to grow, so does the need for quality installation.

In today's marketplace of highly reliable cable accessories, improper installation—not faulty equipment—has become the most common cause of network failure. Due to extreme cost and resource constraints, many utilities and network owner operators have been forced to outsource installation to third-party service providers. In doing so, and in many cases having lost internal competency, the role of utilities and network owner operators has become that of installation facilitator. However, unqualified external services bring up even more quality issues.

Networks are becoming increasingly complex, but utilities and network owner operators, especially in Europe, face tight regulatory pressure to maintain the reliability of their networks. They must ensure that this reliability is not compromised by the outsourcing process, as a single improperly installed connection can lead to wasteful downtime, penalties, and significant cost. A few leading utilities and network owner operators have found an effective solution to prevent the high expenses of incorrect installation: the systematic training of the installation teams they partner with.

## The challenge

SADINTER Group, a specialized distributor and authorized partner of TE Connectivity's (TE) Energy business unit, has been a leader in electrical equipment distribution in Belgium for over half a century. With the success of their installation training in Belgium, SADINTER Group decided to expand their program into the Netherlands. In doing so, they encountered a serious challenge: there was no industry-standard assessment for installer competence.

How could SADINTER Group ensure that third-party jointers had been trained to the required skill level? There was a reduction in utility training schools in the region, and private training was becoming more common. Additionally, many of the most skilled jointers in the Netherlands were baby boomers reaching retirement age. This meant that veteran, highly trained jointers were being replaced by new jointers who, through no fault of their own, lacked the same degree of experience and qualification.

**Countries:**  
Belgium & the Netherlands

**Industry:**  
Energy

- Key Figures:**
- 200 installers trained per year on medium voltage (MV) cable accessories
  - 32% of disruptions on MV networks in the Netherlands are attributed to cable accessories that are breaking down
  - At least half of these failures are due to installation error

**Challenge:**  
SADINTER Group wanted to grow their training program – and increase the competence of installers through authorization.

**Solution:**  
TE and SADINTER Group joined forces to create a comprehensive training and assessment system.

**Outcome:**  
SADINTER Group's trained and TE authorized installers will reduce customers' total cost of ownership through improved installed product performance.

### The solution

Using their knowledge of the local market, TE created a training and assessment system for Belgium and the Netherlands that network owners can rely on. This program takes into account the changing roles of utility network owners within the modern energy sector, as well as the widening skill set that new jointers need to navigate the evolving industry landscape.

TE's collaborative approach started with a "train the trainer" program, ensuring that SADINTER Group's experienced instructors had a holistic understanding of relevant products, optimum installation procedures, and the unique challenges of working in the Netherlands, such as the predominance of underground cables. TE categorized all medium voltage cable accessories by required skill, experience, knowledge, and behavior for the installation. Then, in close partnership with SADINTER Group, TE created a comprehensive offering of training courses designed to document and test skills, as well as to assess and authorize installers. This curriculum enables third-party installers to receive in-depth, hands-on training from SADINTER Group's trainers. When the theoretical and practical examinations are successfully completed, participants can also earn their certification as authorized TE installers within specific product categories. With authorized TE installers doing the work, network owners, contractors and project managers can be more confident that the respective products are installed properly. Once the details of the installation are recorded, giving product and installer traceability, an extended product warranty\* for the cable accessories installed may be conferred. As a partner of more than 20 years, SADINTER Group is now able to carry out training at its facilities using TE's methodology and materials.

For SADINTER Group, authorized installation brings confidence and trust to their customers by improving installation quality and minimizing total cost of ownership. With improper installation accounting for around half of all medium voltage cable accessories failures, training solutions such as the one developed by TE and SADINTER Group may one day be a worldwide solution for network owner operators. Together, TE and SADINTER Group have solved a previously unaddressed market challenge and increased the reliability of medium voltage networks through improved installation.



SADINTER Group carries out the training at their facilities using TE's system and materials.

\* Special terms and conditions apply; available on request.

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