TECHADEMY

Case Studies

Unleash the Power of Learning

Combining user-focused technology and industry-leading expertise to deliver impactful training ecosystems that fuels your business's employee, partner, and customer success.

Overview

A sustainable virtual L&D that resulted in a 50% reduction in training cost per learner.

CLIENT:

The client, a $1 billion global technology enterprise, offers business solutions to fortune 2000 companies into achieving business agility, competitive edge and growth, in the field of business & technology consulting, systems integration, application development & maintenance, IT infrastructure services. The project features include long term services, full-stack development, location-specific training.

Segment	Operations	Scale
IT consulting & services.	Connected operations & redesigning IT infrastructure.	20,000+ employees worldwide.

THE CHALLENGE

Apart from creating a large-scale training model that provided hands-on training with every promotion cycle, the company also wanted to minimize billing loss while trying to provide training to employees in different locations around the globe and 30 trending technologies.
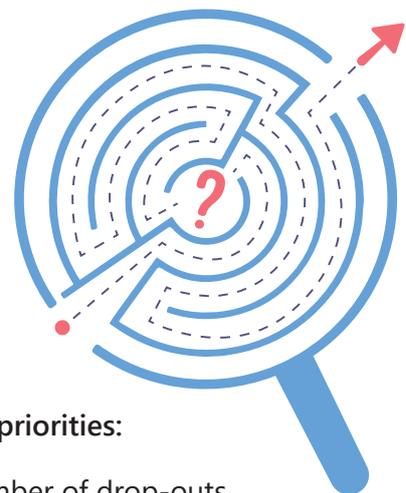
The company needed a talent development partner with these priorities:

- Reduce the average training cost per learner & reduce the number of drop-outs.

- Provide flexibility of training sessions onsite and remote locations.

- A training schedule that goes well with their business timelines.

- Prolonged access to digital resources.

# THE SOLUTION: TECHADEMY, THE VIRTUAL LEARNING MODEL

Post analysis, IIHT created learning path which delved deeper into learner follow up and learner registration process. Institutionalizing "Techademy" platform configured with 1000+ curated videos, 12 dedicated trainers, and a feedback system, led to the formulation of:

- Virtual learning model, accessible digitally.

- Gated assessments and case study implementation.

- Curated videos and dedicated trainers.

- VILT with lab access and evaluation.

- Learner access to session recordings for 90 days.
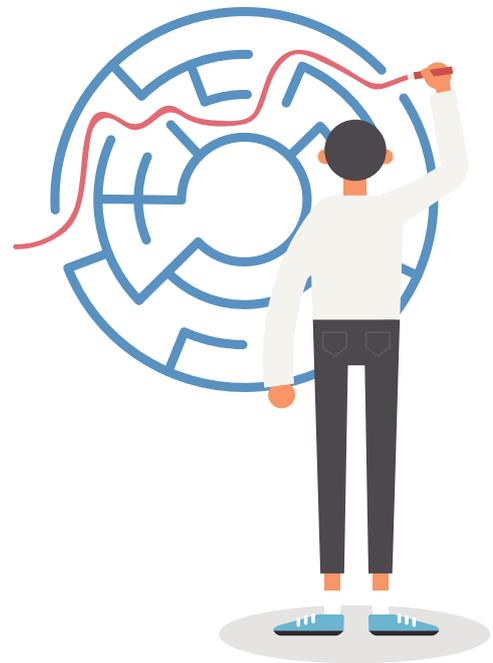
THE OUTCOME: A HOLISTIC & EFFICIENT TRAINING MODULE

- Trained over 1000 employees in every promotion cycle.

- Avg. training cost per learner got reduced by over 50%.

- Helped 18% of drop-out learners to complete programs through virtual learning at no additional cost.

- Employees working at different locations worldwide were skilled through VILT cloud labs provisioned for hands-on experience.

- Minimized billing loss due to 2 hrs. of virtual training sessions offered.
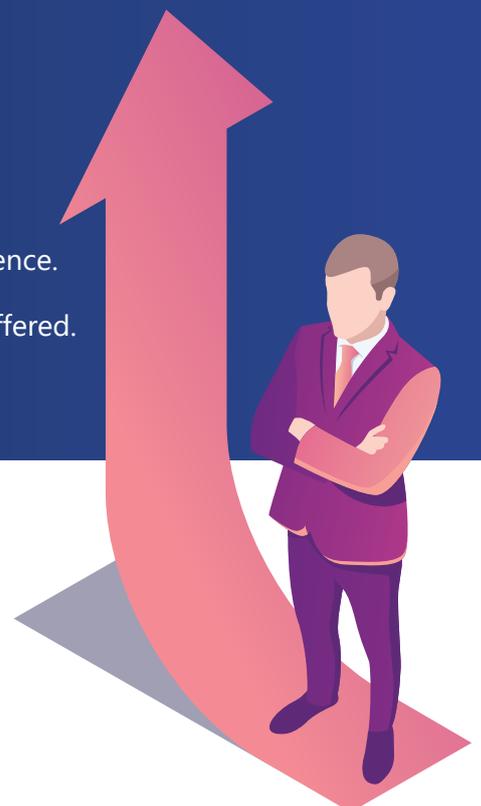
Overview

Our vast catalogue of technology courses and online certifications accommodates 80% of the learning activities of the tech workforce which scales at 20% per year in volume.

CLIENT:

The client is a billion-dollar global IT solutions and services company based in Mumbai, India. This sixth-largest Indian IT services company has been featured in the top 15 IT service providers across the globe.

| Segment	Operations	Scale
IT services and IT consulting	Outsourcing IT services in 31 countries in 5 continents	31,000+ professionals worldwide

THE CHALLENGE

Based upon a formalized training plan developed along with the BU's, the company's action plan which started with the need for upskilling of 12,000+ (In the year 2018) tech employees spread across the globe, prepare future leaders for defined roles, and have a library of quality online courseware for their in-house LMS. This was coupled with a scaling learner base i.e. 120% of the previous year.

The entire agenda revolved around the outcome-based skill enablement of an ever-expanding workforce.

- In need of quality online courseware mapped to desired job-roles.

- Proceeded by technology training & certification of employees.

- A perfect mix of self-paced and VILT session for their dispersed workforce.
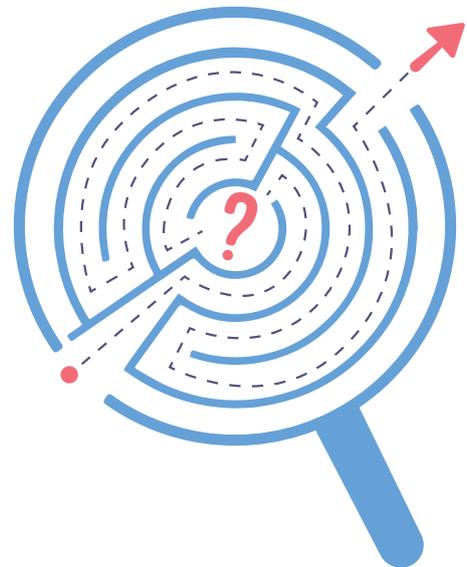
THE SOLUTION: AN AUTOMATED EFFORT

Post the analysis of the business needs, IIHT came up with a training and certification outline that ensured a high quality of future ready workforce in the shortest interval of time. We decided to aid VILT training with our readily available digital learning resources in the ratio 20:80. Next, we automated the monitoring and certification processes with post-training skill assessments (Certified). This allowed the shredding of major in-class training and mentors, mobilize learning sessions, curated desire learning paths, authenticated learning outcomes, automated product trainings, and onboarded the next set of employees to the improved upskilling and certification ecosystem.
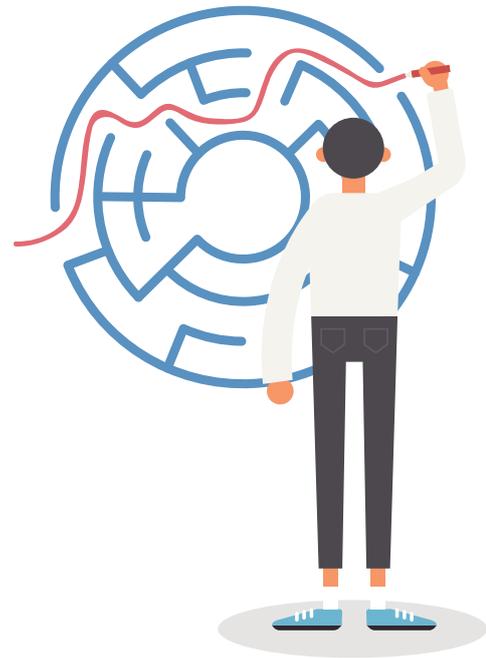
THE OUTCOME: ROLE-BASED TRAINING THAT SCALES

- Number of employees certified with role-based skills saw a year-on-year increase of 20% (16,000 learners in 2020)

- 80% of training activities now take place on their online learning platform

- Reduced efforts by in-class instructors and instructional designers

- Build a pool of certified future leaders to ensure a proper use of emerging technologies at the workplace.

Overview

A curated learning methodology resulted in the billing of almost 80% trained Full Stack Developers, within 3 weeks of program completion.

CLIENT:

The client, a USD 85 billion American multinational financial services company, offers services in the field of Community Banking, Wholesale Banking, and Wealth Management, Brokerage and Retirement. Our project features include the online learning experience platform, role-based reskilling, and ensuring return on learning for its Fintech facing employees.

| Segment	Operations	Scale
Banking, Financial Services, Insurance	8,050 service branches worldwide	Approx. 258,700 employees.

THE CHALLENGE

Apart from creating a talent pool of Full-stack Developers, Automation Testers, etc. the client wanted to conduct need analysis in order to understand the existing skill levels, identify learning paths and offer personalised reskilling opportunities with optimum learner-mentor interactions online.

- Role-based skilling of existing employees

- Identify certain roles for reskilling

- Enable digital transformation via FSDs.

- Ensure necessary mentor-learner interaction

- Identify roles for reskilling as per the company's tech requirements
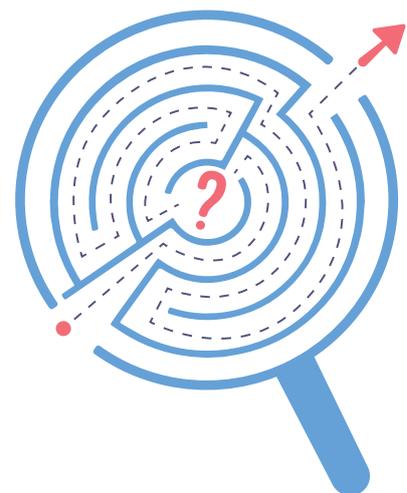
THE SOLUTION: FORMULATED & ADVANCED LEARNING METHODOLOGIES

With a combination of strategic and tactical outcome-driven approaches aligned with real-life development scenarios, IIHT formulated an immersive and hands-on learning experience. The focus remained on improving the engagement of learners and improving their time to competency per skill, through:

- Onboarding all learners to the Learning Experience Platform for a blended model covering Self-Paced Learning, Virtual Instructor Led Training, cloud labs, assignments and assessments.

- Curation of learning paths based on pre-assessments of employees and the roles they are supposed to serve.

- Ensured 60% self-paced learning on cloud labs and 40% mentor intervention.

- Implemented the Full Stack approach for an overall proficiency of learners
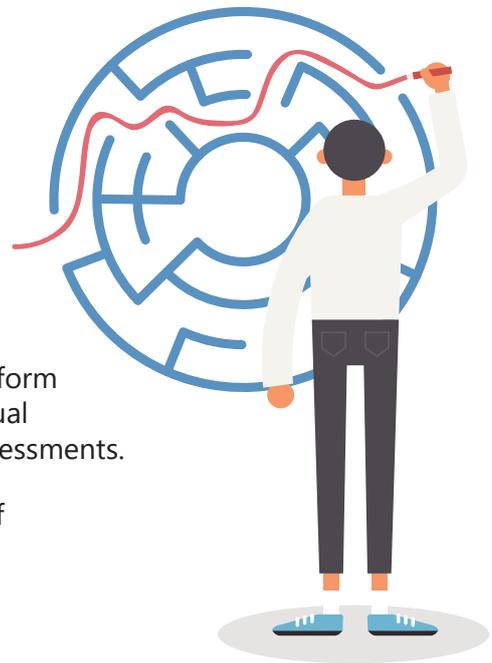
THE OUTCOME: EXPERT FULL STACK DEVELOPERS

- Improved time to competency for each role.

- Pre-assessments for identifying striking skill gaps

- Thoughtfully Curated Learning Paths for Reskilling

- Integrated Learning Platform to Ensure Necessary Mentor-Learner Interaction (60:40)