



## Case Study

# eLearning Courses Streamline Product Release Training

**Pain Points:**

"I need to innovate to stay competitive."

**Industry:**

Technology

**Solutions and Products:**

Learning Innovation, eLearning

### Business Challenge

A global technology company reached out to TeleTech to help develop a repeatable process to deploy learning content for new product releases. At the time, the client did not have an internal training infrastructure and its knowledge transfer was being conducted through PowerPoint presentations. In addition, students were required to attend an instructor-led class that was not part of a formal auditing process to determine relevancy. These training courses encompassed seven unique lines of business and three regions – the Americas, Europe/Middle East/Africa (EMEA), and Asia-Pacific.

### Solution

TeleTech partnered with the client's marketing and engineering teams to implement a rolling 90-day product release calendar. The calendar included scheduled product release dates and key deliverable milestones. The client's subject matter experts (SMEs) provided TeleTech's design team with the required pre-product release requirements from which the design team then developed the eLearning courses. Typically, TeleTech's innovative quick-to-market eLearning solution requires one to four days to establish an intuitive, eLearning course.

The design teams also categorized new product release courses by the levels of complexity and development required (Levels 1-3). Once the courses were created, they were loaded into TeleTech University™ and assigned to the associates. The learning management system's robust administrative console was then able to track all completed courses and the associated metrics.

### Results

Since the inception of the new product release process, the client has been able to build approximately 40 training modules that have been delivered through TeleTech University. This

allowed the instructors to focus their efforts on new hire training and provided the management team with time for associates to complete training courses even during the busiest months of operation.

In partnership with the client, TeleTech established a transfer methodology and timelines to ensure that when content was delivered, relevant training was rapidly built, hosted, and deployed as needed. Subject matter experts from both organizations worked closely together to reduce the overall amount of design and review time required, as well as the time needed to quickly resolve issues.

This new eLearning solution allowed the client to quickly roll out new product training to employees. In addition, the client was able to reduce instructor-led training hours which freed up the instructors to focus their efforts on supporting continuous waves of transition, attrition, and holiday ramp training classes.

### Time Savings from eLearning Courses

Measurement	Number of Courses	Previous Delivery Time	New Delivery Time	Time Savings
Level 1	31	30 min.	15 min.	2713 hours
Level 2	2	30 min.	15 min.	175 hours
Level 3	2	60 min.	30 min.	350 hours
				Total: 3238 hours