



Case Study

High-Definition Video Learning Reduces Costs for Technology Client

Pain Points:

"I need to innovation to stay competitive."

Industry:

Technology

Solutions and Products:

Learning Innovation, Video Learning

Business Challenge

A large global technology hardware manufacturer experienced an increase in travel and expenditure costs associated with new product training delivery in Europe and Asia-Pacific. In addition, there was a limited pool of local resources to teach these product training sessions. The client needed to incorporate new technologies into their train-the-trainer delivery strategy to lessen the burden for personnel travel to and from overseas locations.

Solution

It was decided that the best approach would be to implement TeleTech's high-definition video (HDV) product. Since the client did not possess the type of network infrastructure needed for HDV, TeleTech implemented the video learning solution using TeleTech's global private network. The client's initial train-the-trainer sessions for all European and Asia-Pacific supported hardware lines of business and were delivered in a virtual environment using high-definition video resources from a site in Spain, and facilitated by a trainer based in the client's Switzerland office. These two-week interactive training sessions were broadcast to several other locations around the world including Ireland, the Philippines, and Malaysia. The train-the-trainer HDV learning sessions also included daily reviews with the client conducted by trainers in these remote locations.

Results

After conducting an internal ROI analysis, the client learned that implementing our Video Learning product saved over \$80,000 in total travel costs per year. These savings were realized because there was no longer any need to send personnel from their respective overseas locations to Europe to be trained on the new lines of business. Subsequently, the trainers who participated in the virtual train-the-trainer HDV sessions were able to make an immediate positive impact on the local project delivery schedule.