



Origin Helps a Leading Luxury Travel Retailer Train its Employees by Deploying a Future-Ready Social Learning Platform



Company

Leading luxury travel retailer



Client Base

Connoisseurs of luxury travel products around the world



Employees

9,000 employees globally



Revenue

US\$1 billion



Objective

With a diverse group of employees spread globally it was becoming increasingly difficult to conduct and track employee learning. The client was seeking a web-based learning platform, which would integrate existing learning content, offer support to add new multimedia content, allow learners to collaborate, and offer a consistent and uniform learning experience.



Solution

Origin Konnect was the perfect solution for the requirements & features shared by the client's learning and development team. Origin deployed its feature-rich Konnect learning platform to create one unified web-based learning portal for the client's employee base.



Impact

- ↳ Boosted course-completion
- ↳ Increase in employee engagement metrics
- ↳ Faster Time-to-Productivity for new employees
- ↳ Positive feedback from learners
- ↳ Exponential growth in sales

The Client

The client is a luxury travel retailer operating premium stores major international airports, boutique stores in luxury hotels, and luxury department stores in iconic travel destinations around the globe. Through its stores, products are sold across the four pillars of luxury - fashion and accessories, beauty and fragrances, watches and jewelry, and wines, spirits, and tobacco.

The Challenge

Bring a globally dispersed and diverse group of employees together on a single, future-ready web-based learning platform that would offer a collaborative and social learning experience.

The client operated a virtual university, spearheaded by their L&D team. This was essentially a website with some courses hosted into the system. This website wasn't engaging the staff and the management was also not able to derive clear statistical data. The ask was for - *"A unified learning portal for all employees, which will offer real-time and detailed analytics, can deliver gamified learning, foster collaborative learning, share best practices, and can be accessed with ease via multiple smart-devices."*

The Solution

Origin's Technology team conducted a thorough business requirement analysis to scope out the client's requirements and examined various solutions, which would address their challenges. We proposed the deployment of Origin's proprietary social learning hub -- **'Konnect'**.

In Konnect, we had a readymade product that would meet most of the client's requirements with a small

degree of cosmetic customizations to meet specific needs.

Konnect Feature-List:

- ↳ Intuitive user-interface
- ↳ Support for different types of media content
- ↳ Easy integration with existing ERP and LCM platforms
- ↳ Powerful analytics to track learning outside the LMS powered by TinCan and xAPI
- ↳ Social and collaborative learning to offer an engaging learner experience
- ↳ Seamless learning across computers, laptops, and mobile-devices



Tech Specs of Our Customization

Origin's Konnect platform is built using a suite of contemporary technologies. To track learner experience across various informal activities, we had to look for a technology, which supported big data. For this we built a system based on Mongo DB, which included an extended LRS. The system uses standard Experience API aka xAPI statements and numerous custom statements to capture social learning activities.

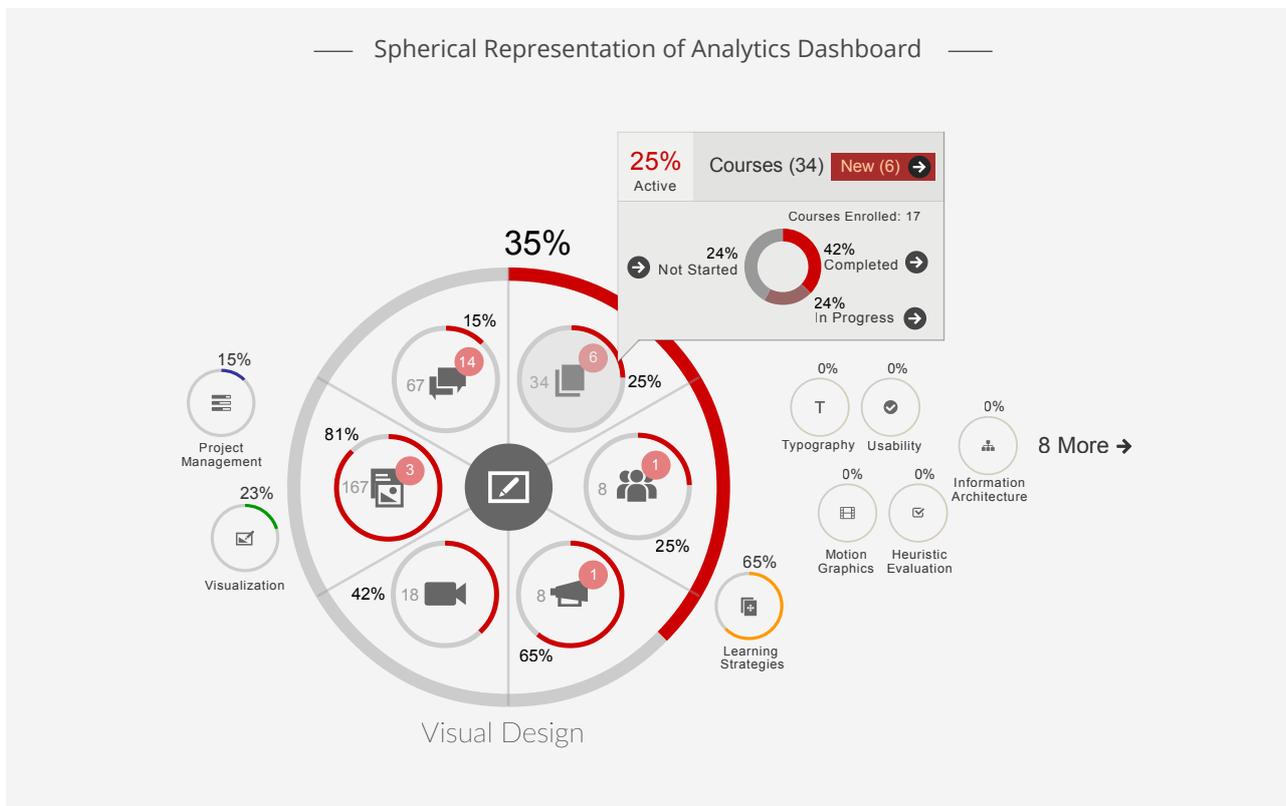
Tracking Big Data with Konnect Analytics

When this project was completed in 2014 not many learning organizations focused on 'Big Data'. We utilized the strengths of Experience API to its full potential to track learner progress. Our solution is compatible with external systems like SharePoint,

Moodle, Jive, Kronos and Salesforce with custom connectors. To summarize this – *“Our solution liberates learning from the LMS”*.

Konnect Analytics is also offered as a stand-alone product for entities looking to track learner/user-data from within a training program. One of the unique

aspects of the Analytics module is the spherical representation of important stats in the user and admin-dashboard. Konnect Analytics is designed to integrate with your existing LMS / ERP platform and offers a fair degree of customization to derive and represent accurate data to help you plan your business better.



The Impact

Learning on-demand, user-generated learning content, market-readiness improved, learner satisfaction grew, and sales increased.

Before our solution was deployed, only about 50% to 60% of the client’s employees accessed the learning portal.



Our solution helped most of its 9,000 staff members access on-demand learning.



- ↪ The portal became an internal communication and collaboration tool in addition to a learning platform.
- ↪ With quick and improved access across mobile devices, staff were trained with greater speed and efficiency. The client was able to improve the market-readiness of their new products.
- ↪ Induction time was brought down by almost 50%.
- ↪ The system allowed employees to share videos of applying best practices at work and the employee-generated learning content has evolved to over 800 videos.
- ↪ This helped create a truly scalable, sustainable, social, and collaborative learning environment.
- ↪ The Analytics module provided both high-level and drill-down view of the learner's activities. Active contributors were rewarded through structured reward programs.

- ↪ Exponential increase in learning activities in the portal.
- ↪ The system tracked trending learner behaviors and helped the L&D team predict the need for relevant training content and videos within the learning community.
- ↪ Efficient pre-planning and creating of training content backed by predictive data helped the client save on time and effort.
- ↪ The social element of the learning platform fostered a growth in learner engagement and quick completion of learning modules.

“

The solution deployed by Origin helped us connect with all 9,000 of our employees. Employee-induction which used to take up to two to three months is now completed in 4 weeks. We are happy that we chose Origin to partner with us on deploying this learning solution.

- Learning Leader

”

Contact us at

+1 817 917 1282

✉ info@originlearning.com

🌐 www.originlearning.com