



LEADING CLOUD
& VIRTUALIZATION
SOFTWARE COMPANY
PARTNERS WITH ORIGIN
TO CREATE ON-DEMAND
TRAINING PROGRAM

Company

A pioneer in virtualization and innovator in cloud and business mobility

Customer base

500,000

Partners

75,000

Objective

Transforming and transitioning ILT offerings to online mode to widen training reach & monetize content

Solution

On-Demand Training Program

Impact

- Compressed on-demand program development cycle by half
- Enhanced productivity
- Reduced cost of localization
- Enriched revenues
- Grew enrolments by 45-50% YOY

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The Content Development team has been partnering with Origin Learning Solutions since 2014. In the three years of engagement, we have found Origin to be a true extension of our development team.

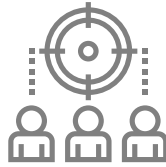
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Senior Learning Leader



The Client

A leading provider of cloud infrastructure and business mobility services to global organizations. The client helps organizations accelerate digital transformation through a software-defined approach to their IT and business environment. With revenue of \$7 billion in 2016, the company supports more than 500,000 customers worldwide.



The Challenge

Rapidly enhancing reach of training offerings during product launch

In December 2014, the client's enterprise-wide and mission critical products were sold globally, with over 50% of product revenue coming from the APAC region. The company's education unit was tasked with driving swift adoption and sustained use of these products. Until 2014, the training was offered through Instructor-Led training (ILT) sessions and certification programs. The training is geared to sales professionals, technical administrators, engineers and technical support representatives to help enhance their skills, and enable them to exploit the opportunities offered by the client's technology.

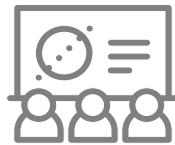
While the ILT courses were the leading source of revenue for the client's education unit, conducting ILT sessions was getting increasingly challenging. Challenges with provisioning instructors, scheduling conflicts, rising costs for setting up labs etc. limited the ability to scale the learning landscape. Additionally synchronizing product launch & classroom learning proved a tough ask.

In light of these challenges, the client decided to create an online presence and offer an On-Demand Training Program for all major product lines. It therefore sought to partner with a learning services and solutions expert who could help develop a robust online program to address complex concepts such as virtualization, cloud, and mobility. Origin Learning emerged as the partner of choice given its ability to design courses for the new online model and create nimble processes to reimagine classroom training.

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The senior leadership team of Origin are experts and come with strong knowledge in the eLearning space, and they have built a lot of credibility with us over the years

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The Transformation

Boosting training program reach through on-demand access

Origin Learning and the client collaborated, to design on-demand courses for its products, including those in high demand. Origin streamlined the ILT training content by organizing it into smaller bite-sized chunks, to enable students to easily consume content & learn effectively and assessments. The lab content was modified into single-user virtual

labs for hands-on practice, supported by 'Guide Me' demonstration videos. The videos replaced actual trainers - by offering tips and guidance to students - across the tasks they performed. Graphics and enhanced animation were used to simplify the technical content, better engage users and accelerate learning, resulting in an enhanced experience for users.



The Impact

Maximizing training reach and effectiveness

Origin Learning's proactive approach, supported by best practices, enabled the client to reduce on-demand training program development cycle, from 24 weeks in 2014 to 8-10 weeks in 2017. In addition, Origin implemented new initiatives to help the client augment productivity, reduce costs of localization, and enhance revenues. Some of the other benefits included:

- Over 400 hours of highly effective course content that grew enrolments by 45-50% year-on-year
- Improved reusability of ILT content in the on-demand program and enhanced technical accuracy through rigorous SME reviews
- Enabled faster conversion of ILT content into on-demand program content by using the same template for both
- Reduced support cases by scripting effective assessments at the design phase and adding check points internally for reviewing technical accuracy
- Curtailed development timeline, lowered cost of production, and transformed 40% of the content into interactive materials
- Reduced turnaround time for tasks such as quick fixes, prioritization of bugs and course enhancements, by creating a process for handling support cases and developing a plan of action for each type of bug

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Partnering with Origin has given us the opportunity to scale as needed while maintaining a price advantage.

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To learn more about how we can help you provide business-aligned digital learning solutions, calls us **+1 817.917.1282** or email us at **info@originlearning.com**