



NIIT

Case Study

Rapidly Transitioning In-Person Training to Virtual Delivery to Meet the Challenges of a Global Pandemic

Learning Delivery

Overview

Our customer is a highly innovative, global industry leader in technology. NIIT manages demand planning, training delivery and administration for multiple business units globally. With a highly customized platform and framework for demand planning and delivery execution, NIIT has transformed overall service delivery for the customer. Through a transparent view of end-to-end process management, our client can maximize utilization and better plan to manage emerging training priorities and volumes.



At a Glance

• Technology

Semiconductors

• Business Need

Starting February 2020, changing global circumstances due to COVID-19 led the customer to cancel all prescheduled in-person training programs. This posed a huge risk to the availability of trained resources to execute business-critical programs.

• Solution

To meet these critical challenges, the training delivery team at NIIT rapidly mobilized resources to ensure that all business-critical training had moved to a virtual delivery model in the span of one week.

• Business Impact

- > Reduction in cost per learner by 30%
- > Total number of sessions reduced by 33%
- > Minimization of losses as a result of cancellations

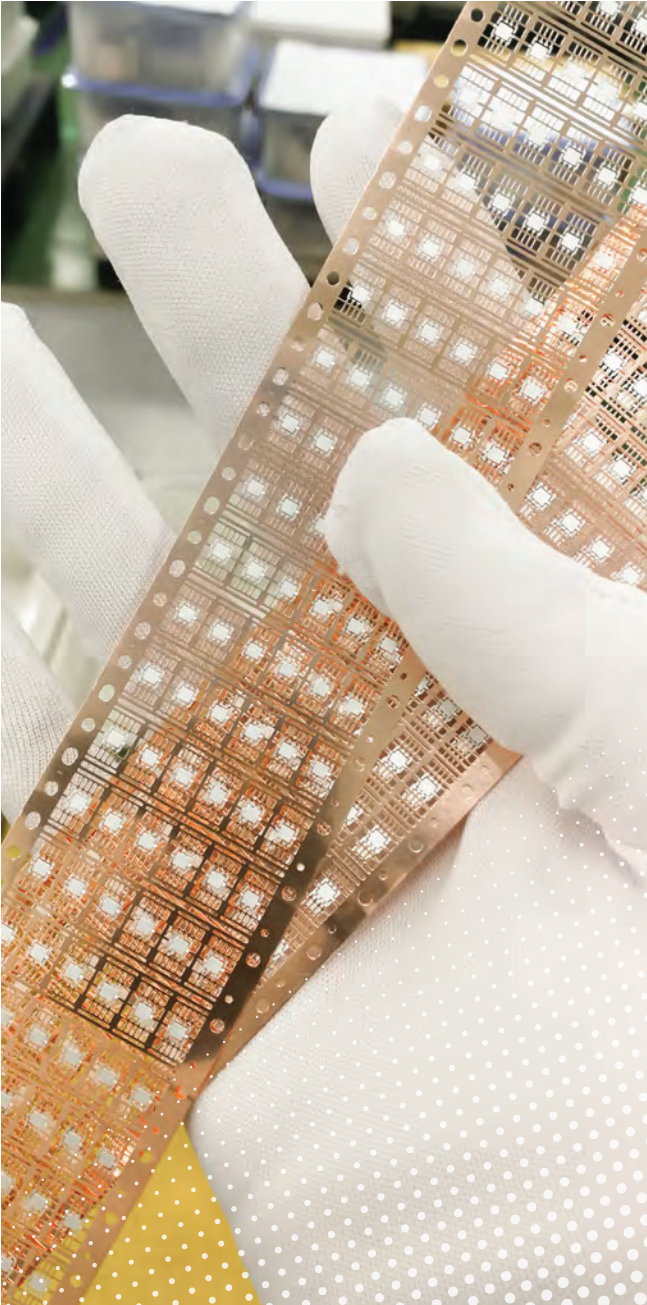
Business Needs

In late February 2020, our customer faced an unprecedented challenge. The COVID-19 pandemic had been rapidly spreading across the world and posed a huge risk to the availability of trained resources to execute business-critical programs. Due to the dangers posed by the highly contagious disease, all prescheduled in-person training programs had to be canceled.

To ensure an improved learner experience, NIIT delivered:

- > Self service supported by a high-touch learner experience
- > A technology-enabled framework for processing learning requests from various business units
- > A highly responsive and integrated learning support team
- > A consultative training approach for customized course objectives.





Solution

To meet these critical challenges, the training delivery team at NIIT rapidly mobilized resources for virtual delivery of business-critical training in the span of one week.

Within seven days, the team at NIIT:

1. Identified 30% of the training programs as business-critical training
2. Worked with vendors to identify trainers who were subject matter experts and could deliver training virtually in the identified critical areas
3. Prepared and tested the technology platform for virtual delivery
4. Managed scheduling and invitations for learners across time zones

Business Impact

NIIT's rapid action helped the customer:

300%

Increase the capacity for each training session by 300%

30%

Reduce the cost per learner by 30%

1/3rd

Reduce the total number of sessions by 1/3rd

Minimize losses due to cancelations



As the world continues to grapple with the unknown progression of the COVID 19 pandemic, our client has given us a directive to move all their in-person training programs to virtual delivery. At NIIT, we are on a path to enable all their training virtually by the end of 2020.

If your organization is facing similar challenges due to the COVID 19 pandemic, please write to us at businessimpact@niit.com to schedule a 30-minute no obligation discussion on how we can enable virtual delivery for you.



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For questions or comments, please write to businessimpact@niit.com.