



## Enterprise-wide Implementation of Product and Service Training

Hitachi Vantara provides technology and solutions for digital transformation, internet-of-things, big data, hybrid clouds and data infrastructures to the world's largest companies.

### Challenge:

- More than 7,000 internal employees and 25,000 3rd party resellers and customers needed training.
- Training was required on highly complex products, processes, and services
- Highly diverse audience with evolving needs.
- More than 500 legacy courses available in via Saba™ LMS

### Solution:

- Switched online development from Articulate® Storyline® 360 to Area9's Content Curation Platform™
- Leveraged Content Curation Lab's built-in Learning Content Management System to simplify development processes and reuse content
- Deployed through initially through Saba™ and then through Cornerstone® OnDemand®
- Individual learner profiles automatically created using metadata (role, location, responsibilities, previous performance, etc.)
- Approximately 2,500 users in 2014 increasing to between 10,000 in 2015

### Outcomes:

- Reduced time spent on training by 50%, with average time spent per course reduced from 45 minutes to 22 minutes
- Identified and corrected average 22% unconsciously incompetent rate, meaning employees gave wrong answers but thought they were correct.
- Developed a competency dashboard to link job-roles to skills

*"The Adaptive Platform enables each of our learners to develop the specific competencies he/she needs in the most efficient and effective way possible, while giving me a real-time overview of the organizations current capability – at any given time."*

Terri Casady  
Senior Director, Hitachi Vantara Academy