



HITACHI VANTARA

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 via Saba™ Learning Management System

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 initially through Saba™ and then through Cornerstone® OnDemand®
- Individual learner profiles were automatically created using metadata (role, location, responsibilities, previous performance, etc.)
- Approximately 2,500 users in 2014 and increased to 10,000 users 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 an unconsciously incompetent rate of 22%, which meant employees were giving 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 they need 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



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