



# COMPRESSING TRAINING HOURS AND EXPANDING SAVINGS

## Abstract

Patrick Newman, Vendor Manager at a leading global data and analytics services firm, sought a non-invasive technology solution from Infosys BPM in a bid to shorten training periods for new associates. This case study outlines how Infosys BPM designed and deployed a plug-and-play simulation platform across three geographies, saving ~50K learning hours and \$625K in training costs, while reducing learning curves by over 60%.



## So much learning, so less time!

Patrick Newman, Vendor Manager at a leading global data and analytics services firm, realised it was time to streamline the training process after assessing the progress of new team members during their training. And the reason was clear – the current training period was simply too long.

Patrick leads a team of in-house technology experts and service providers adept at handling trading platforms and confidential financial data. Given the sensitive nature of the data, every transaction made by the team goes through immense scrutiny. This makes it

necessary for the team members to be very knowledgeable about business processes.

This led Patrick to institute a rigorous training process spanning several months to ensure associates were cross trained across data sets and mastered all applications before being deployed to live production environments. While this approach elevated the quality of work, it also extended training times, leading to significant increase in costs.

Hoping to find an easy solution, Patrick met with his team to understand the intricacies of the training process and found that different data sets required

different training timelines. For instance, while the one training ranged from seven to nine months, another had a shorter training period of two to three months. This lack of consistency in training periods meant Patrick could not enforce a uniform timeline without compromising on quality.

Recognising the need for a technology-based solution, Patrick turned to Infosys BPM. His organisation already had a successful, ongoing relationship with Infosys BPM for back-office support across six core data sets, and so he readily reached out to their leadership team for additional support.

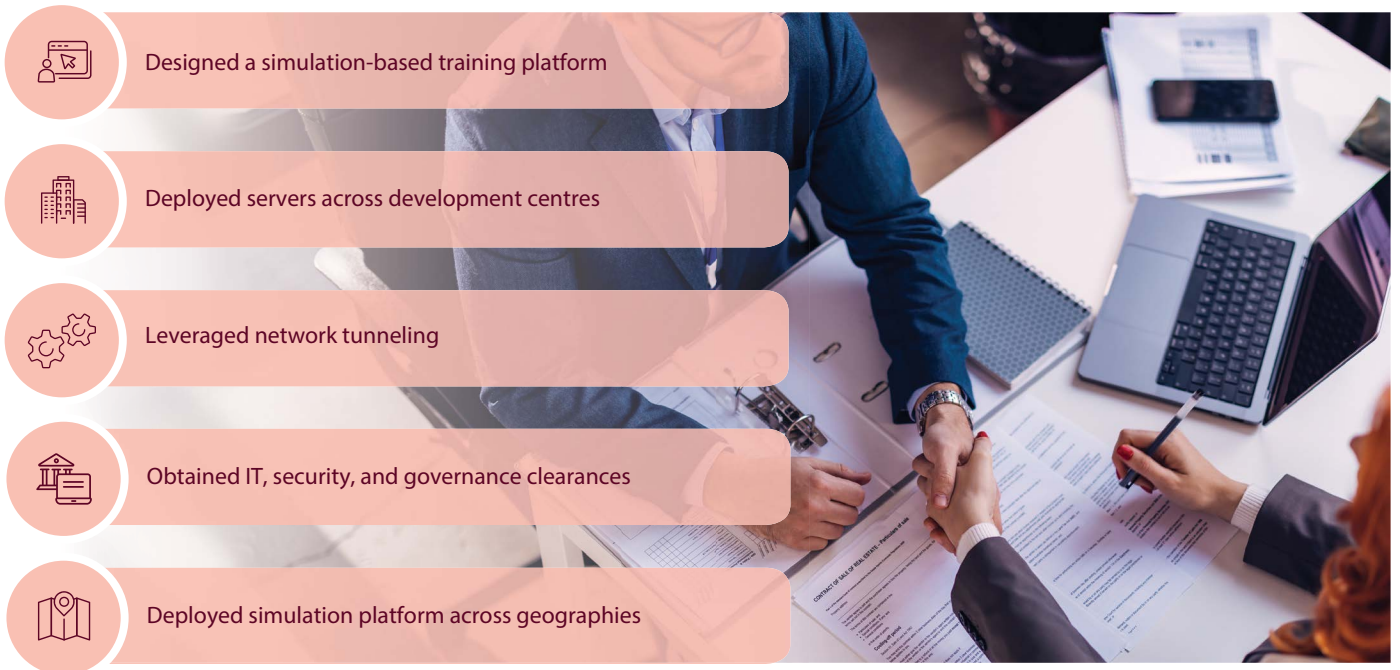
## Adding the technology flavour to training

Patrick partnered with Anuj Anand, the digital transformation leader at Infosys BPM.

During discussions, Patrick emphasised that the solution needed to seamlessly integrate

with the existing technology landscape while being secure and cost-effective.

## Approach summary



After evaluating several ideas, Anuj and his team of experienced consultants decided on a simulation platform to train, test beta transactions, conduct evaluations, manage training data, and update active knowledge bases. The goal was to use the platform to simulate production-like environments and gather and disseminate data faster to improve decision making. The team also planned to deploy the platform across their joint development centres across multiple geographies to maximise efficiency.

However, differences in data management practices across the centres posed a significant challenge. The Infosys BPM team knew they could not use shared drives and SharePoint solutions across

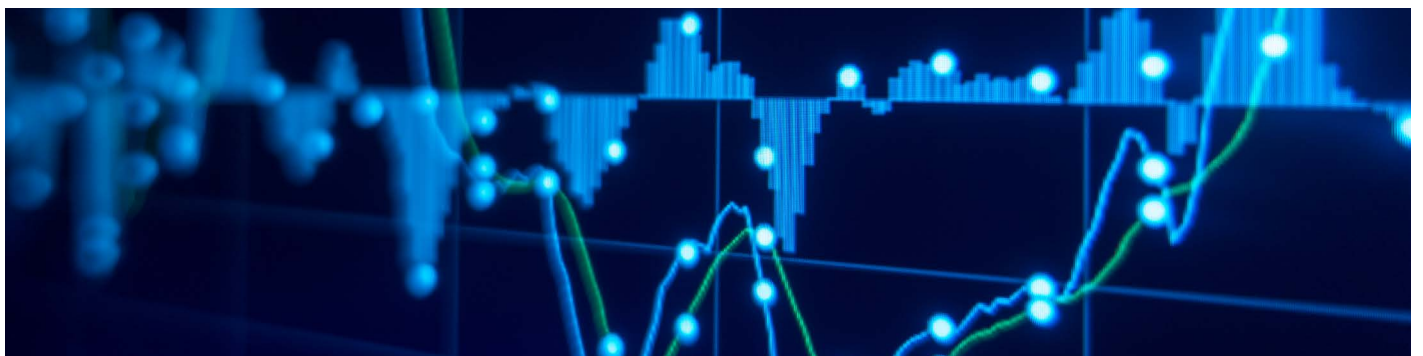
these geographies. So, Anuj consulted with local infrastructure groups, who helped allocate three servers. The team also used a network tunnelling technique to transmit data managed within each geography. The Infosys BPM team could now host the database centrally, with the platform run locally in each location.

The team deployed two tools: one for transaction simulation and the other for knowledge management. The transaction simulation tool mimicked production environments, creating a safe space for associates to practice transactions. The tool, in effect, eliminated the need for expensive infrastructure for pre-production environments. Not only was the tool easy to use and deploy, but also it helped create

test data and transactions rather than using live data to refresh data sets.

The knowledge management tool, hosted on the organisation's secure systems, provided a comprehensive document management system. It replaced costly document and version management software and included extended audit trails.

Infosys BPM worked closely with Patrick as they designed the platform leveraging several technologies. Anuj also ensured that the IT risk and compliance, data security, and governance teams provided necessary clearances on time so the team could deploy the solution without hurdles.



## Reducing training time and costs

With the simulation platform, Patrick saw learning curves drastically reduce by over 60%. He saved around 50K learning hours

annually across multiple geographies cutting costs by up to \$625K. Patrick did not have to worry about usage rates since the

platform's design involved a plug-and-play model with zero licence costs.

### Key benefits



After gaining valuable time and cost benefits, Patrick was eager to extend the model to other data sets and entrusted the task to Anuj. After evaluating different data sets, the Infosys BPM team developed

a project pipeline that could save nearly 100,000 learning hours annually in the future.

Even as Anuj and the Infosys BPM team extend the platform's capabilities, Patrick

is already thrilled about the improvements in productivity and efficiency that the simulation platform has delivered.

*\*Names have been altered to preserve the identities of the people involved.*

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