

TRAINING HARD FOR SUCCESS

Reduced overall training time by 50%.



The client is one of the largest integrated delivery networks.

CHALLENGES

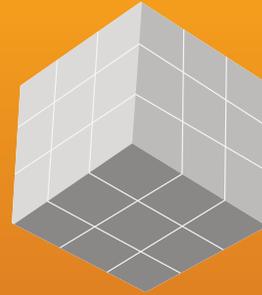
The client was trying to address the following concerns:



Traditional classroom training sessions with a multitude of process documents, hosted in a SharePoint site

Navigating through Sharepoint cumbersome and time consuming for the trainees and vendors

Demand for more user-friendly, efficient, and standardised way of training employees and vendors on business processes



SOLUTIONS

Infosys BPM digitized training along the following lines:

- ▶ Deployed a 'Flipped Classroom' strategy to reduce the agent go-live time
- ▶ Introduced a bespoke learning management system (LMS), involving simulations, to substitute the bulk of classroom training
- ▶ Engaged with the client's subject matter experts to create content and upload it on the LMS
- ▶ Replaced theoretical pedagogy with scenario-driven practical sessions
- ▶ Enforced mandatory assessments after every module to reinforce learning



BENEFITS

The Infosys BPM solutions helped the client to:

- ▶ Reduce overall training time by 50% and onboard agents into production sooner
- ▶ Empower agents to complete training and certifications at their own pace, with minimal trainer participation
- ▶ Equip agents, via hands-on exercises, with relevant skills for solving real-world problems



For more information, contact infosysbpm@infosys.com

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