

## CASE STUDY

# BLENDED LEARNING SOLUTION HELPS MIGRATE 64,000 GLOBALLY DISPERSED EMPLOYEES TO WINDOWS 7 AND MICROSOFT OFFICE 2010

By **NETCOM LEARNING**

## The Client

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This client is an esteemed international insurance company, established in 1919, and serves over 90 million customers across 100 countries worldwide. This well-known insurance company provides an array of insurance products and services including property casualty, life, mortgage, retirement insurance and similar products.

With over 65,000 employees across the globe, the company has a revenue of over \$64 billion. This client is well-known to serve customers from every arena including commercial, institutional, and individual customers. Over 99 percent Fortune 500 companies are served by this company.

## The Requirement

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The company intended to:

- Upgrade its technology from Windows XP and Windows 2003 to Windows 7 and Office 2010
- Increase the organizational network security and compliance to protect user data
- Use best-in-class technology to increase the productivity
- Reduce productivity and systems costs associated with dated technologies
- To get its 64,000 employees expertly trained to learn and implement the niche Office 2010 capabilities

The client contacted NetCom Learning to address massive training needs of the company spanning its presence across 90 countries worldwide. This internationally renowned financial company required to enhance the productivity of its employees with:

- Effective management of the professional documents, presentations, spreadsheets, and charts
- Use of improved MS-Office Ribbon to edit documents, images, and pictures for extreme creativity
- Application of the powerful Excel for better data management

The company called for extensive training for 64,000 employees to optimize features of Microsoft 7 and Office 2010 for improved performance in routine tasks with better management of professional documents, spreadsheets, charts, and presentations and much more.

## The Challenge

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Preparing a large group of employees scattered across the globe on the essential functions of Microsoft 7 and office 2010 was the biggest challenge. The challenges that needed to be addressed while deploying a learning program included:

- Training a global base of 64,000 employees on critical features of the new Microsoft technology and applications

- Selecting the best learning method for an international end-user population having great diversity in languages and time zones
- Ensuring the effectiveness of the learning method selected for employees at all levels of the organization

Strategizing an effective training solution considering numerous security protocols to ensure utmost security of the user data while developing a learning solution for this international financial organization was the most challenging task.

## The Solution

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NetCom Learning conducted an assessment to determine the optimal training method for a large, global workforce. Addressing the challenge of training 64,000 employees in various locations around the world concurrently, NetCom Learning worked closely with the leaders of the firm to strategize the most effective and efficient solution.

NetCom Learning created a blended solution that included online videos allowing the employees to utilize online video content in secured central repository available in locations across all 90 countries. These on-line learning videos facilitated accessibility to study materials at all locations, convenience of training availability round the clock. These learning videos also enabled learners to review topics of their interest when needed and offered customizable training content.

To complement the video training, Netcom Learning also provided reference guides that could be easily accessed for tips and shortcuts to use various features of the applications.

A blended, on-line e-learning solution, with the additional support of the Quick Reference Cards, helped the organization save on costs, as well as reduced disruptions to the time spent on the job and worker productivity.

In addition, NetCom Learning centralized the videos on an internal secure server through their e-learning platform via company's online university to ensure the organization's compliance with the data security standards.

## Impact & Benefits

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This unique blended learning solution not only helped the client achieve its requirement goals effortlessly, but also impacted the company with enhanced productivity with the most recent technology and applications and global level.

The training solution provided by NetCom Learning benefited the client in many ways:

- Learners could go at their own pace using the e-Learning curriculum
- Learners were given the access to online courses anytime, anywhere
- Time spent in the classroom also addressed the learners' queries and reinforced learning
- Required homework motivated employees to complete it prior to classroom time
- Less travel time to and from the training event meant more time spent on the job

This strategy was rolled out globally, and a NetCom instructor in the US conducted the two-hour classroom training—via live video streaming—to employees at locations around the world.

The blended solution strategy proved so successful that the company is working with NetCom Learning to roll out the next phase of training for its Project Managers across the globe.

Live Online Training  
Everywhere

Corporate Training  
Anytime, anywhere

Individual Training  
Anytime, anywhere



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We are NetCom Learning. We promote the values of lifelong learning.

NetCom Learning is an award-winning global leader in training, learning solutions, and talent development. Since 1998, we've been in the business of helping organizations reach optimal performance results and address challenges by managing all aspects of organizational learning.

With a team of dedicated and knowledgeable learning professionals having deep subject-matter expertise, NetCom Learning has serviced over 80% of Fortune 100 companies. We've helped over 10,000 organizations achieve their business goals by offering a full complement of Managed Learning Services, including IT and business training, curriculum design and content development, learning delivery and administration, consulting and advisory services, and management of learning technology.

We believe that an organization's ability to learn—and translate that learning into rapid action—is the ultimate competitive advantage.



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