

CASE STUDY

CUSTOMIZED LEARNING SOLUTION HELPS GLOBALLY DISPERSED TEAMS INCREASE COLLABORATION AND COMMUNICATION VIA OFFICE 365

By **NETCOM LEARNING**

The Client

The client is an eminent power-producer well known to develop and operate electric power and district-heating businesses across the globe. Effectively operating and managing a broad portfolio of 41 power plants, this company employs approximately 3,700 megawatts in operation or under construction. Having its operations spanned across 17 countries and 4 continents, this giant power producer acquires and operates power generation plants in developed and developing markets in addition to developing. The company also provides best-in-class energy-solutions and project management services to the multinational corporations. Started in 2005, the organization has a workforce of 1,600 employees with operational presence in New York, San Paolo, Paris, Bulgaria and Africa.

The Requirement

The client wanted to adopt a solution that could upskill its 1,600 employees for agile and effective communication and collaboration.

The client turned to NetCom Learning to help them strategize an ideal training program that would help employees acquire the functional understanding of the best in class collaboration and communication platforms and applications. Major requirements included:

- To get the employees well-trained on Office 365, a suite of Microsoft products, to help drive better collaboration and communication among employees
- To make employees capable of optimizing compelling features of Office 365 to expedite decision making

NetCom Learning strategized an all-embracing training program to instill in-depth understanding of the most intuitive collaboration and communication applications for the employees. The training included explaining core essentials of Microsoft Office 365 suite with its vital applications including MS-Office, SharePoint, Lync and Yammer with hands-on exposure to achieve better collaboration and communication within the employees.

The Challenge

Earlier, the employees largely relied on communicating through email, which proved to be a slow, cumbersome and inefficient way of sharing the information among the teams working on a project in diverse time zones around the world. Learning an entirely new platform and shifting from conventional methods of communications using emails to the cloud technology facilitating communication on fingertips did not seem that easy for employees.

The major challenge to implement the suggested solution revolved around:

- To train 1,600 employees placed at different geographic locations having huge difference in time zones
- To improve collaboration and speed of decision making with seamless integration of applications
- To reduce inefficient email communications, yet drive effective collaboration among team members
- To skill employees on increasing real-time conversations internationally

The Solution

Experts from NetCom Learning closely assessed the client's requirement of training the employees and determined an optimal training method for this global workforce.

Working closely with the leaders of the company, Netcom Learning strategized a solution for employees to utilize online video content in a central repository that could be accessed anytime from anywhere. NetCom Learning shouldered the responsibility to efficiently execute entire video production process including courseware development, custom learning videos customized to address the client's requirements, and deploying the entire learning system flawlessly.

- Quick Reference Cards were created for the employees to complement the videos. These could be readily accessed to learn how to use various features of the applications. The solution included training videos on Microsoft Outlook 2013, Microsoft Excel 2013, PowerPoint 2013 and Word 2013, Microsoft Yammer & Lync 2013, and Microsoft SharePoint 2013.
- An expert and certified instructor was assigned the task to imbibe far reaching hands-on understanding of the critical features, techniques and functionalities of the most widely used collaboration and communication applications and best practices.

Impact & Benefits

The exclusively designed training program significantly resulted in improved teamwork, group performance and productivity. Employees were perfectly trained to optimally use Office 365 suite and its collaboration and communication platforms hassle freely. The client company achieved the targeted goals with:

- Reduced email usage to communicate and share the information
- Increased transparency, facilitating the managers to support the teams in a better way and provide appropriate guidance while collaborating them from anywhere anytime
- Improved communication and engagement within team members worldwide
- Better organization of the documents and information in a central repository for ease of access by employees with just a few clicks
- Greater accessibility to the important information by employees
- Faster decision making among teams

NetCom Learning's alluring training solution enabled employees to use the full gamut of Office 365 tools for improved collaboration and communication while delivering better overall performance.

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Everywhere

Corporate Training
Anytime, anywhere

Individual Training
Anytime, anywhere



NetComTM
LEARNING



Learning
Consulting



Learning
Content



Learning
Administration



Learning
Delivery



Learning
Technology

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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