

Transformed the L&D organization of a manufacturing major by supporting the strategy, design and development of learning and communication collaterals



Business Need

- Consolidation of learning design and development operations across different business units like Building Efficiency (BE) Sales, Operations, and Technical Learning in North America, Asia and Europe
- Other projects teams like Automotive Experience (AE); Power Solutions (PS); Corporate; Global Workplace Solutions, Europe; BE, Asia, and Middle East to be supported as well
- Key drivers included: Consolidation and centralization, cost reduction, high quality learning design experience and seamless operations in case of high volumes



Genpact Solution

- Genpact partnered with the customer and helped transform the L&D organization over a period of 7 years
- Developed 4000+ learning and communication assets in a managed services model
- Helped the customer convert multiple classroom programs into digital learning, automating content translation and standardizing their overall L&D fulfilment process
- Learning and communication delivery was managed by a team size starting from 27 full-time resources and expanded to a 70+ team over the course of years, which was a mix of onshore and offshore resources
- Provided the customer with design and development of learning and marketing communication solutions across various modalities, including eLearning, Instructor-led Training, virtual tours, 3D interactive training, communication collaterals, job-aid tools etc.
- Introduced video conferencing for collaborative design and communications
- Developed the Global Learning System for recording, monitoring, and reporting learning projects



Business Impact

- \$32MM in savings over 7 years
- Cost avoidance through Lean process implementations
- Seamless multi-location and multi-modal delivery of learning initiatives
- Increased workforce effectiveness and efficiency leading to performance improvement
- Ease of access to multiple modes of learning programs