# Flipping High Volume In-Person Training to Virtual in Record Time



## 100% DIGITAL TRANSFORMATION

COVID-19 led to abrupt cancelations of in-person training for our customer, a leading global technology company. In March 2020, the NIIT team worked proactively with our customer to convert over 20 in-person training sessions to virtual training sessions in record time with zero losses or late cancellation charges. As the pandemic continues, the NIIT team has scheduled and delivered over 104 VILT training sessions and responded to 224 requests served end to end to ensure that all classes can now be delivered virtually in a safe environment.

#### **OVERALL VOLUMES**



9 Months



9 Segments



11 Countries



224 requests served end-toend (Scoping, scheduling, delivery)



511 Learners



2400+ Transactions Processed

**BUSINESS IMPACT** 



Switched 124 in-person training sessions to virtual training sessions allowing learners flexibility and eliminating travel costs.



Migrated 50 public sessions to dedicated private sessions for a better learner experience.



Renegotiated terms with existing preferred vendors; for better cost, flexibility on cancellations, no-shows, & changes in delivery modalities.



### AN IMPROVED LEARNER EXPERIENCE



Self-service supported by a high-touch learning experience



Highly responsive and integrated learning support team



Technology-enabled framework for processing learning requests from business units



Consultative training approach for customized course objectives



PLATFORM

End-to-end process management from learning request creation to demand fulfillment.



Highly customized Demand Planning platform.





Live dashboards to maximize utilization & move funds to suit emerging priorities.

Our customer has saved over 27% in additional cancelation and rescheduling costs by virtualizing

training and minimizing disruption due to the Coronavirus pandemic.