

ENGINEERED A ROBUST TRAINING SCHEDULING MANAGEMENT SOLUTION TO MANAGE 1.2 MILLION ASSOCIATES ACROSS 5000+ STORES

For the largest retailer in US



ABOUT THE CLIENT

The client is a top Fortune 500 company and is one of the largest retailer in the world that operates a chain of hypermarkets, discount department stores, and grocery stores.

CHALLENGE

The client conducted employee training for over 200K employees at several centres across the US. The existing training management system relied on manual operations and intervention. This posed a various limitation in terms of scalability, performance, external system integrations and reporting, while also lacking an intuitive user-interface. The client wanted to revamp the existing system and automate the process to enable efficient operations and provide a simple and intuitive user-interface that could be accessed by non-tech-savvy associates as well. We designed and developed a training management solution to schedule associates and integrated downstream applications for different trainings across 200 facilities.

APPROACH

The solution followed the below approach

- Identified and segregated manual processes into different individual user modules such as Scheduling, Training facilities, Nominations and Alignments.
- Developed smart algorithms in combination with continuous improvements to the Alignment/Realignment processes to optimally

align associates to training facilities based on rules like availability, history of courses, job profiles, and region.

- Identified the external systems within the training ecosystem and integrated them with the solution to automate the end-to-end system interactions.
- Designed a simple and intuitive User Interface, that can be easily understood and used by the non tech-savvy associates at the stores.

KEY BENEFITS

The automated solution enabled the client to:

- ✓ *Align associates to the training centres while improving utilization metrics*
- ✓ *Efficiently integrate travel, expenses and accommodation details prior to training, thereby improving the experience of employees*
- ✓ *Deploy a business rule engine for ever changing operational training processes, thereby helping the store and training facility management*

RESULTS

The client was able to

- Save 3200 man-hours across 400 users per week due to the ease of scheduling.
- Improve utilization metrics of training facilities from 35% to a staggering 80%, which resulted in 1500 more associates getting trained on a weekly basis.
- Integrate with four different systems in real time to close the feedback loop from 5 days to 2 days.
- Access a real time reporting platform to identify hotspots to deploy future training modules.