

Hinduja Global Solutions (HGS) achieved a **23%** increase in LMS Adoption within a month:

A Case Study by **G-CUBE**
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Key Highlights

The employee's lifecycle was completely managed by the system - starting right from hiring to upskilling.

The entire training process was automated for handling multiple batches, including custom reports that provided business insights.

The LMS provided compliance management support along with On Job training and evaluation module.

40K

Active users accessed the system.

1300

Trainings & assessments were completed.

2495

Learning hours were completed within 6 months.

23%

Increase in LMS adoption was achieved in a month.

About the Client

Hinduja Global Solutions (HGS) is a service provider headquartered in Bangalore, India, operating on a global level with over four decades of experience working with some of the world's most popular brands. They are a global leader in the customer experience lifecycle, digital transformation, & business process management. HGS combines automation, analytics, and artificial intelligence with high-quality talent & deep domain expertise to achieve superior outcomes in the areas of digital customer experience, back-office processing, contact centers, and HRO solutions.

They have an employee base of **20K** spread across all levels.

HGS's annual revenue in 2021-2022 is around **\$754M.**

They have served **200+** brands given their presence of 34 Delivery centers in 6 countries.

Business Requirement

The HGS employees mainly consisted of Tele callers spread out globally. They were continuously on calls with customers solving their complaints, escalations, etc. The client needed the workforce to go through extensive training to provide satisfactory service to their customers. HGS's basic requirement was a robust and scalable system with customizable reporting. A system that would automate the training batch management and the overall tracking process.

When they approached G-Cube to find a digital learning solution, they had specific needs, that were as follows-

- ▶ A system to create a training master that would automate the training cycle for every joining batch without having to set up separate training programs for each batch.
- ▶ Creation of a basic learning pathway, service taxonomy, and all learning assets to be mapped to the table of content.
- ▶ Ability to create learning programs (program code) by selecting modules from the table of content, training, map learning assets, modality, agenda, and timelines.
- ▶ Complete management of the onboarding process including background verification.
- ▶ Ability to track training progress, assessment scores, and the employee's overall performance.

Major Challenges Faced



The presence of a globally scattered workforce, Inability to conduct face-to-face training due to the pandemic.



Completion of mandatory compliance training on a timely basis.



Handling multiple batches of new hires every month.



Employees needed to be certified to provide services to their customers.



Controlling the high attrition rate within the organization.



The existing system's inability to provide precise reporting.



Solutions

G-Cube's team built an LMS that enabled HGS to automate the entire training process for their employees. The system made it easier to manage an employee's lifecycle completely starting from hiring, onboarding, training, and upskilling.

- ▶ The LMS was integrated into HGS's Data Lake, which is a repository of employee data, skill data, performance data, etc. The integration of all the applications within the system made the entire data available in one place.
- ▶ Custom logic-based training masters were set up to create automatic training for batches. Multiple types of training were created by selecting modules on the Table of Contents (created as the primary information base) and all these training were triggered automatically based on the custom logic.
- ▶ The LMS stored employee details information from the geographic information system for new hires and update batches wherein background verification status was checked on the integrated legacy system for acceptability of adding the employee to the training program.
- ▶ The LMS tracked each trainee's status along with the online assessment scores to be assessed for reporting purposes on skill gaps, dashboards, and leaderboards.

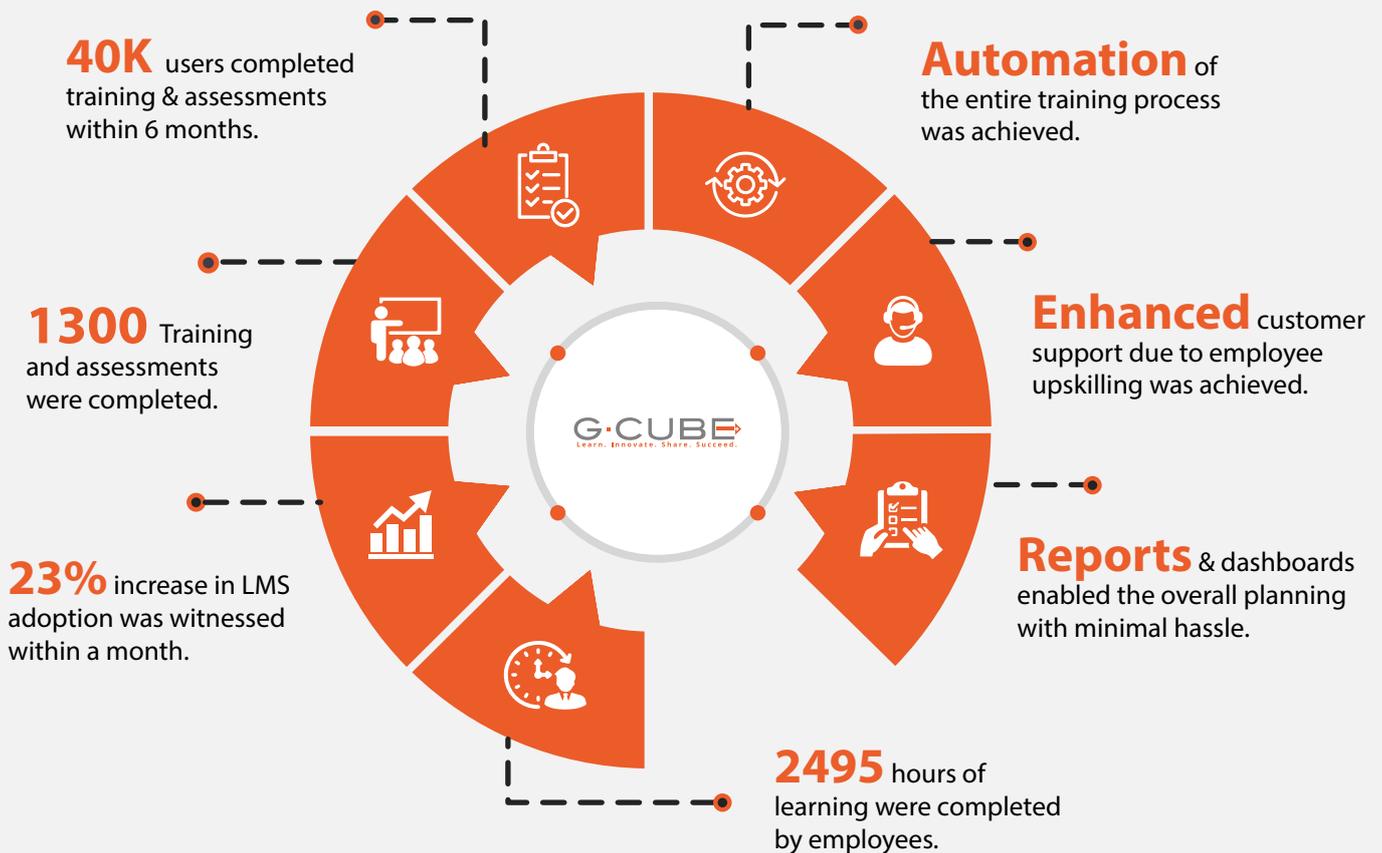


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- The system acknowledged training completion status and issued digital certificates based on scores achieved and badges based on learning pathway completion.
 - The LMS sends notifications to employees based on process updates and the repository of changes is accessible to all trainers and trainees.
 - The LMS provided Single sign-on integration for ease of use, video-based self-learning content & simulations.
 - The system triggered refresher training automatically for users with low assessment scores.
 - The LMS was integrated with Claim Simulators or Test Claim environments for the creation and practice of simulation-based courses.



Impact

While using G-Cube LMS, HGS sensed an immediate impact as the system helped with managing all aspects of human resource development for their users. The comprehensive business-support that the G-Cube LMS provided HGS was above and beyond the scope of L&D and created a positive effect on their overall business model. The client achieved the following milestones in a short span of time:



Testimonial

The LMS provided by G-Cube Solutions is user-friendly with some great social learning capabilities. The learner interface especially promotes a collaborative approach toward an organization's learning needs. The gamified learning and active wall have seen strong usage across our businesses while the Skill Path capability gives every employee the ability to choose their career path and how to excel in the organization. The best thing about G-Cube is their support team who are always available to aid the business and resolve any issues with quick TAT. G-Cube's project team has always gone that extra mile to cater to our requirements in the best possible way. Both the technical & project teams have been invaluable to our successful implementation & usage of the LMS.



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