# G·CUBE
### AN MRCC GROUP COMPANY

# Sagility Increased LMS Adoption by **23%** within a Month

## A Case Study by G·CUBE
### AN MRCC GROUP COMPANY

**HEALTH**

| **40K** | **1300** | **2495** | **23%** |
|---|---|---|---|
| users accessed the LMS. | training programs & assessments completed. | learning hours completed within 6 months. | increase in LMS adoption within a month. |

# About the Client

Sagility combines industry-leading technology and transformation-driven BPM services with decades of healthcare domain expertise to help clients draw closer to their members. They optimize the entire member/patient experience through service offerings for clinical, case management, member engagement, provider solutions, payment integrity, claims cost containment, and analytics.

Sagility has a base of over
**33,000** employees.

Sagility annual revenue in 2021-2022 is around **$754M**.

Sagility has served **200+** brands with the presence of 34 delivery centers in 6 countries.

# Business Requirement

The Sagility employees mainly consisted of Tele callers spread out globally. They were continuously on calls with customers solving their complaints, escalations, etc. The client needed its 33,000 employees to go through extensive training to provide satisfactory service to their customers. Their basic requirement was a robust and scalable system with customizable reporting. They wanted a system that would automate the training batch management and streamline the overall training tracking mechanism.

Sagility approached G-Cube with specific requirements:

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 over 200e batches.

Creation of a basic learning pathway, service taxonomy, and mapping all learning assets 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

**Globally Scattered Workforce.**
Across 5 countries and 16 locations.

**Certification Before Service.**
Employees needed to be certified to provide service.

**Time-bound Completion of Compliance Training.**
20+ mandatory compliance training.

**The Increasing Attrition Rate.**
The attrition rate was about 15%.

**Managing Multiple Batches.**
10-15 incoming batches every month.

**Lack of Precise Reporting**
The existing system could not provide precise reporting.

# Solutions

G-Cube built an LMS that enabled Sagility 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.

> ### Seamless Integration with the Existing Tech Stack
The LMS was integrated into Sagility's Data Lake, containing over 8L data records. The integration of all the applications within the system made the entire data available in one place.

> ### Automated Batch Training
Logic-based training masters were set up to automatic batch training. These training programs were triggered automatically based on the custom logic.

> ### Automated Batch Updating
The LMS extracted and stored the information of new hires from the existing information system. The batch data was automatically updated for 300 programs where each program had over 25 employees.

> ### Tracking Training Process
The LMS tracked each learner's progress along with the online assessment scores for over 200 assessments. The system acknowledged training completion status and issued over 500 digital certificates and badges.

> ### Smart Notification
The LMS sends regular notifications to employees based on process updates. It automatically sends over 2500 mailers daily to keep the users updated.

> ### Integration with Simulators
The LMS was integrated with Claim Simulators or Test Claim environments for simulation-based courses. The system also provided Single sign-on integration for video-based self-learning content.

## Automated Triggers for Refresher Training

The system triggered refresher training for over 25000 users with low assessment scores. This helped them revisit the learning courses required to achieve the set standard of learning.
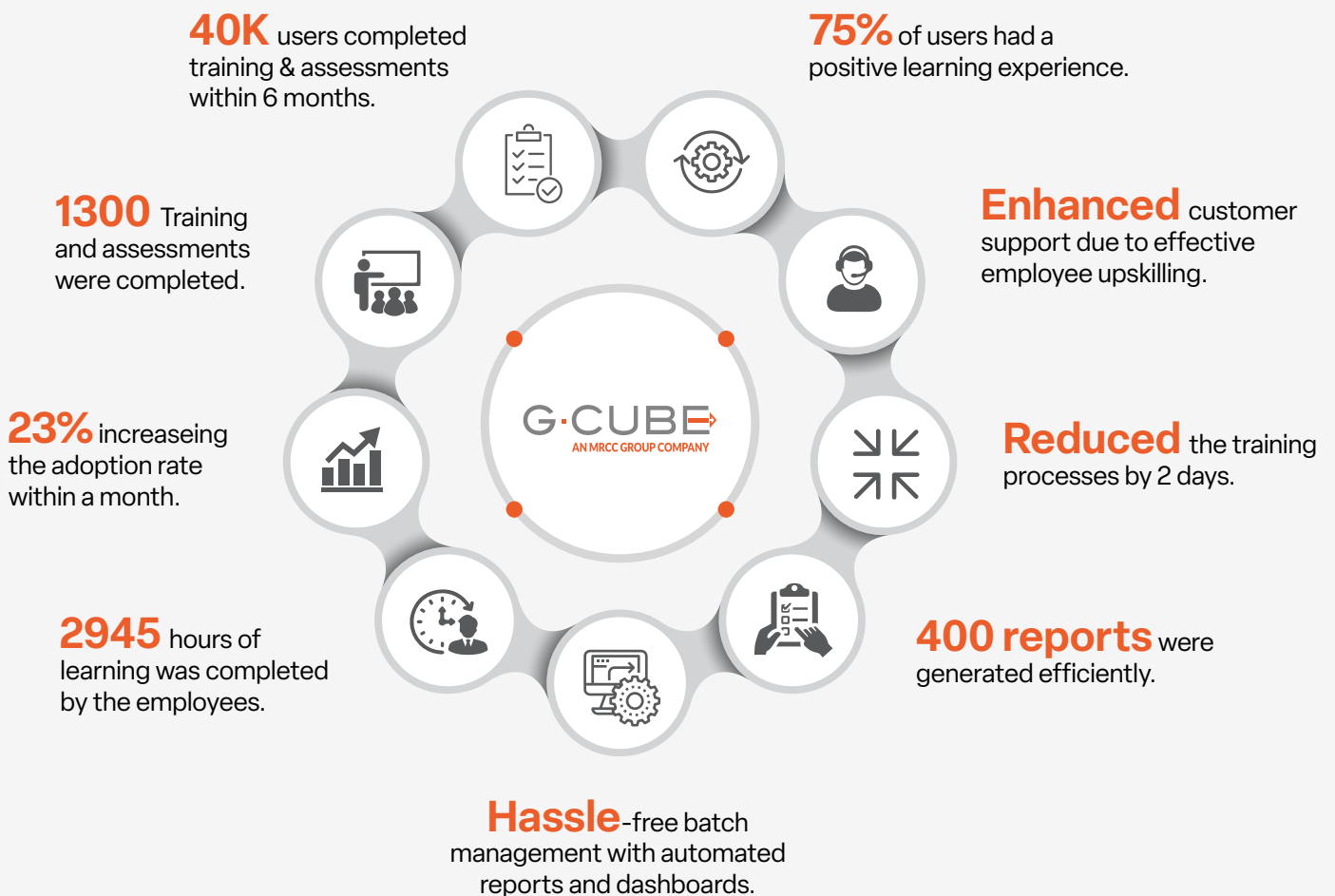
## On Job Training

The LMS provided compliance management support along with On Job training and evaluation module. This improved the learner engagement and performance.

# Impact

While using G-Cube LMS, Sagility sensed an immediate impact as the learning system helped with managing all aspects of human resource development for their users. The comprehensive business support that the G-Cube LMS provided Sagility was above and beyond the scope of L&D and created a positive impact on their business performance.

Sagility achieved the following milestones with G-Cube LMS:

**40K** users completed training & assessments within 6 months.

**75%** of users had a positive learning experience.

**1300** Training and assessments were completed.

**Enhanced** customer support due to effective employee upskilling.

**23%** increaseing the adoption rate within a month.

**Reduced** the training processes by 2 days.

**2945** hours of learning was completed by the employees.

**400 reports** were generated efficiently.

**Hassle**-free batch management with automated reports and dashboards.

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# 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 and usage of the LMS."

**Manish Dubey, Senior Vice President, Sagility.**

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