



HITACHI DATA SYSTEMS:

Enterprise wide implementation - Hitachi Data Systems (HDS)

Challenge:

- More than 7,000 internal employees and 25,000 3rd party resellers and customers need training in technical products
- Training required on highly complex products, processes, and services
- +500 courses available in legacy LMS

Solution:

- Implementation of adaptive learning platform vast majority of courses at HDS Academy
- Content surfaced to each learner according to his/her specific competency requirements
- Individual learner profiles automatically created using metadata (role, location, responsibilities, previous performance, etc.)
- App. 2,500 users in 2014 increasing to between 7,000-10,000 in 2015

Outcomes:

- Reduced time spent on training, with 50% from average of 45 min. to 22 min.
- Identified 22% *unconsciously incompetent* rate, meaning employees gave wrong answers but thought they were correct
- Developed a competency dashboard to link job-roles to skills

“The Adaptive Platform enables each of our learners to develop the specific competencies he/she needs in the most efficient and effective way possible, while giving me a real time overview of the organizations current capability – at any given time ”

Nick Howe, Vice President, Head of Learning - HDS Academy

