



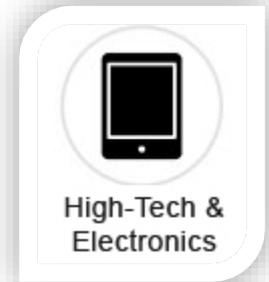
Leading Technology Company

*The Benefits of Centralized Employee
Learning Programs*

CASE STUDY

Benefits of Centralized Employee Learning Programs

A leading technology company with a global workforce of approximately 38,600 acquired by Oracle is a major developer of computer servers, software, and storage systems. The company is also known for its company-wide learning initiatives and continually sets the bar for employee learning and development. The company offers mentoring and learning platforms to employees, partners, customers, and its communities.



While these initiatives have shown tremendous benefits for employees and the company, they do require a significant investment of time and money. Therefore, the company conducts frequent studies to measure the effects of its learning initiatives and determine areas for optimization.

Courses in the Sun Learning Services (SLS) are evaluated by participants using the Recommended Sun Index (RSI). The RSI survey asks participants whether they would recommend a course to others. Currently, opportunities are offered in three formats – instructor led courses (ILT), web-based training (WBT), and through the Social Learning Exchange (SLX).

The enterprise now sees more than 300,000 enrollments in these courses each year and continues to monitor the RSI scale to maintain high-quality standards. The company recently looked at the impact of consolidating its learning programs. The research was to measure the financial impact and effect of the learning initiative.

Balaji Consulting Group: Operational Effectiveness

Balaji Consulting Group works with enterprises to improve employee performance and retention rates, using a combination of statistical analyses and data-backed research to pinpoint areas for optimization.

Analyzing Centralized Employee Learning Programs

Before the consolidation, the learning initiatives were segregated within seven departments. The courses were unstructured and given to employees only as needed. As the company continued to analyze the benefits of employee intellectual capital, it realized employee education held much potential. As such, the corporation developed SLS to centralize and organize the various learning initiatives. This consolidation allowed for more efficiency and consistency, which drastically improved employee participation.

The company also wished to optimize the systems it used in each department to deliver the learning programs. Due to acquisitions and continual development of individual programs, the education systems varied greatly. Originally, there were five separate platforms:

- The SunUWeb was the main curriculum that evolved along with the company. The purpose of this program was to improve professional development and leadership.
- SLP, a learning management program developed by Ispoi, was later acquired.
- StorageTek was a legacy data system that was also the result of an acquisition.
- WBS was a department-specific compliance-training program.
- The SunTan was a training network developed with a partner group.

Of course, the company realized that consolidating these learning systems into one centralized platform would be beneficial to employees and the company. These systems were eventually consolidated into a platform called MyLearning. While this required an investment of time and money, it also helped save on developmental costs in the future. The overhaul was designed to centralize all of the company programs, create a brand for the company learning initiative, and improve fluidity and functionality. By tracking the efficiency of this process, the company determined the financial impact of restructuring these learning systems.

Methodology

The company intended to return concrete financial data to identify the savings and ROI of the consolidated learning initiative. Information was used from system usage records and cost analyses to estimate the time it took for employees to register. Furthermore, the statistics were used to examine the ROI of the MyLearning program.

Findings

Time savings per registration were measured by looking at the navigation clicks on a site and the time it took to sign up for a course. Users registering for the MyLearning program saved an average of 69.39 seconds. This figure was compared to salary costs to determine savings.

A substantial ROI in the form of cost savings was found. By implementing the MyLearning Program, the company cut costs of employee time compared to its investment in the program. The payback period for the MyLearning initiative was estimated at 9.3 months.

The Future of the SLS Program through MyLearning

The company wanted to determine if its commitment to the MyLearning program was worth the costs. The findings showed that the investment the company made yielded a significant ROI based on the time employees saved registering for courses. The outcomes can help the company make decisions for other learning initiative investments. It can also use the statistics as a baseline for how it evaluates other learning programs.

The company also used the findings to determine specific courses that were the most popular and to whom they appealed most. That information can be used to develop more courses in the future and prepare target audiences for those opportunities.

