

Situation

The client offers a full range of communications services. In Australia, they provide 17.2 million mobile services, 7.0 million fixed voice services and 3.4 million retail fixed broadband services.

They believe the more connected people are, the more opportunities they have. That's why they help create a brilliant, connected future for everyone, every day. As Australia's leading telecommunications and information services company, they are proud to be helping customers improve the ways in which they live and work through connection.

Challenges

To deliver on this broad array of services every day, they must maintain efficient and effective learning programs for its 36,000 diverse, and geographically dispersed employees. Their workforce is employed in contact centers, retail stores, field operations. To support this population, over 4,600 days of instruction covering 150 courses are delivered in more than 300 locations across Australia and Asia each year.

The client had traditionally managed this complex training situation using an extremely manual process. Several individuals were managing over 18,500 registrations across 3,500 training sessions, and performing multiple discrete tasks for each session, all within a variety of Excel spreadsheets. The process was inefficient and caused a variety of issues, including:

- Configuration management.
- Lack of visibility.
- High error rates and escalations.
- Inaccurate reporting.
- Overly complex ordering processes.
- Time-consuming approval processes.
- Inefficient scheduling.
- Poor learning management system data integration
- Sessions not fully subscribed.
- Unstructured logistics processes.

The client had traditionally managed this complex training situation using an extremely manual process to support their 36,000 employees worldwide.

Solution

A modern training management, administration and reporting system was urgently needed to support the business efficiently. To find an answer, they turned to its training partner, Raytheon Professional Services (RPS), for help. Prior to RPS, training administration was decentralized, nonstandard and manually processed by a team of 13 employees. RPS designed a tailored, comprehensive solution to drive the efficiency, accuracy and effectiveness of back-office training administration processing. An integrated, systematic tool set was needed to bring consistency and scalability to this complex set of variables. To accomplish this, RPS designed a robotic process automation (RPA) solution to manage all elements of the program scope:

- Training Session Management – Training session schedules are established, and all associated elements are selected, coordinated and communicated, including the training facility/classroom, instructor, approved travel, and necessary session materials (including training kits)
- Help Desk/Learner Inquiry Management – All inquiries from Telstra’s learner population are consolidated and distributed to the appropriate point of contact to provide accurate and timely resolution
- Program Change Management – When any learning change is required, such as a different session date or a change of venue, a change request is entered and forwarded to the appropriate approver(s). Once approval has been obtained, mass emails are automatically distributed to all impacted participants, instructors and facility managers



Previous State
Decentralized, manual processes



Current State
Raytheon Professional Services
integrated RPA solution drives
efficiency and effectiveness

A modern training management, and reporting system was urgently needed to support the business efficiently.



RPS leveraged its global, cross-industry experience to implement common training administration processes and procedures that are tailored to the client's specific business situation. The solution enabled 24/7 visibility into training requests, streamlined approval through deployment of an integrated workflow management platform; and optimized use of learning resources and class fill rates through the design of an efficient and

integrated scheduling system and processes.

Results

The RPS solutions yielded significant benefits to the client's training program:

- 70 percent reduction in resources required to complete training administration tasks
- Real-time reporting and dashboard capability with increased organizational confidence in learning metric accuracy
- An integrated scheduling tool to capture demand and optimize logistics, class session, training facility and instructor management

These improvements in efficiency have allowed the client to reallocate funds to strategic activities. Additionally, quality improvements in training delivery have helped them increase sales and ensure the highest-quality service to their customers while reducing the management efforts required to oversee these services. The result is a win-win situation for the client, its employees and its customers.

Contact Raytheon Professional Services Today

RPS serves commercial and government clients in more than 125 countries and in 29 languages. Our learning experts combine commercial best practices with the latest innovations to provide award-winning learning solutions that meet the evolving needs of diverse clients.

Contact us at info-RPS@raytheon.com to learn what RPS can do for you.

Raytheon Professional Services LLC
1717 East CityLine Drive
Richardson, Texas
75082 USA



rps.com



rps.com/blog



@RaytheonRPS



Raytheon Professional Services