

CASE STUDY

# CUSTOMIZED LEARNING CONTENT STRATEGY

## TRAINING ROLLOUT FOR A GLOBALLY DISPERSED WORKFORCE

The client needed to train their dealership parts consultants and service advisors on its new Global Warranty Management system. The enterprise rollout of a new technology system can present many challenges for an organization. There are many aspects to consider, but the key to success is effective and timely adoption by the end users. This requires the execution of a customized learning and development plan.



**Raytheon**

## CASE STUDY: ENTERPRISE TRAINING ROLLOUT

### SITUATION

A well-known automotive client in Europe had trusted their retail dealership employee training to Raytheon Professional Services (RPS) for decades. The company's training needed an update, so they turned to their trusted partner RPS for a solution. Creating a training program to meet the needs of the client's dispersed workforce would require continuous collaboration, creativity and focused problem-solving.

### CHALLENGE

The client approached RPS with an international training challenge: they needed a training platform that could reach more than 8,500 consultants and service advisors across 24 countries in 20 different languages. Dealerships would need to fully understand the new Global Warranty Management system.

### SOLUTION

RPS introduced a new training and learning delivery method called Recorded Virtual Training (RVT) to meet these business needs and address the client's unique challenges. The concept of this new training and learning medium was developed jointly by the client and Raytheon Professional Services. Together, they created structured, easy-to-navigate content around key topics and made it accessible anytime, anywhere.

Once the content was developed and delivered, several key advantages became immediately evident:

- Content directly reflects the client's specific needs.
- Learning can be self-directed.
- Mobile learning content that is accessible anytime, anywhere.



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### RESULTS

Within just six months of project launch, more than 6,500 employees across 21 countries had completed their training. The new Global Warranty Management was well received by all participants with its innovative and learner-friendly features. This project marked the first time, for this client, that such a large percentage of their globally dispersed population had been trained in such a short period of time.

Compared to a more traditional learning format, employing a combination of Virtual Classroom Training (VCT) and Instructor-led Training (ILT), the client was able to achieve significant cost savings.

Interestingly, since the introduction of the RVT format, the number of delivered VCTs and ILTs have dropped by 12 percent. This suggests that learners perceive the new format as the more effective learning delivery option.

### ABOUT RPS

Raytheon Professional Services is a learning solutions provider. RPS brings a consultative approach to working with clients across a wide range of industries and global markets to meet their critical objectives by designing training solutions that improve workforce performance and deliver measurable business results. Our award-winning solutions include content development and delivery, LMS services, adaptive learning, microlearning, content curation and curriculum design, and performance consulting services. Leveraging decades of training expertise and the latest technologies, RPS delivers tailored learning solutions in more than 145 countries and 34 languages.

### HIGHLIGHTS

- Trained more than 6,500 employees across 21 countries within six months.
- Mobile learning content accessible anytime, anywhere.
- Self-directed learning environment with easy-to-navigate content.
- Achieved a significant cost saving compared to more traditional learning formats.

Contact us at [info-RPS@raytheon.com](mailto:info-RPS@raytheon.com) to learn what RPS can do for you.

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