



Case Study: Learning Administration

UNIFIED SERVICE FRAMEWORK TO REDUCE COSTS AND
INCREASE EFFICIENCY FOR PHILIPS



PHILIPS

sense and simplicity

Royal Philips Electronics of the Netherlands is a diversified Health and Well-being company, focused on improving people's lives through meaningful innovations. As a world leader in healthcare, lifestyle and lighting, Philips integrates technologies and design into people-centric solutions, based on fundamental customer insights and the brand promise of "sense and simplicity".

Headquartered in the Netherlands, Philips employs over 122,000 employees with sales and services in more than 100 countries worldwide. With sales of EUR 22.6 billion in 2011, the company is a market leader in cardiac care, acute care and home healthcare, energy efficient lighting solutions and new lighting applications, as well as lifestyle products for personal well-being and pleasure with strong leadership positions in male shaving and grooming, portable entertainment and oral healthcare.

One Philips

Philips had completely redesigned its approach to learning as part of the effort to create “**One Philips**” across sixty countries. **Jef Pauwels**, Vice President, Learning and Development stated, “At Philips, we see learning as a possibility to leverage the development of people, next to learning on the job, job rotation, assignments, and coaching. The value of the learning program for Philips is very much a part of creating one way of working and one mindset for all Philips employees.

“In order to achieve this, we moved from a scattered learning environment where all learning initiatives were managed at site, country or businesses level to an environment where we standardized our learning offering to be globally consistent. We do this in areas of personal effectiveness, company knowledge and in all key disciplines like sales, marketing, HR, IT etc.”

“THE RESULT IS THAT WHEN AN EMPLOYEE JOINS PHILIPS IN ANY BUSINESS, NO MATTER THE COUNTRY, HE/SHE HAS ACCESS TO AN IDENTICAL LEARNING OFFERING.”

All learning programs are deployed into the Philips organization by a global shared service organization, **Global Learning Services**, which operates in three regions. The key role of the shared service team is three-fold:

1 They align consistently with business and function leaders to ensure that the offering is meeting business needs.

2 They ensure that all Line Managers and employees are fully aware of the offering and the possibilities for their personal and/or team development.

3 They locally manage partner suppliers.

For learning, Philips focuses on determining what employees need to develop their competencies. We don't see the transactional, administrative and logistic activities associated with deploying learning initiatives as our core skill. Therefore the Global Learning Services team has **outsourced this activity solely to NIIT**, who has a core capability in this field. We leave the administrative, technology and logistics tasks to NIIT," concluded Pauwels.

Business Challenge

Philips endeavored to implement a Global Training Administration solution which not only included an LMS technology but also a full service desk team – from a single vendor. The vision was to have a cost-effective solution that would be “globally consistent but locally implemented.

Solution

NIIT designed a Global Training Administration System and Back-Office Support Desk. This virtual organization was deployed in three regions of the world. Philips required an integrated solution which provided a unified service framework at the global level, yet offered the flexibility to have regional or country variations based on unique market situations. Additional requirements of the solution included providing a smooth transition as they moved from existing systems and consistency in service delivery. The NIIT solution for Philips consisted of the following components:

1 Robust and Secure Training Administrative System

NIIT provided a robust technology that helped Philips manage all training related activities including, but not limited to, catalog and schedule management, learner enrollment, tracking of learners' attendance, evaluation score, completion progress and financial data. The technology system, although focused on training management, also provided options to deliver e-learning content with required assessment capabilities.

2 Technology System Integrated with Multiple HRIS

Most of the employee data was kept in an HRIS system such as PeopleSoft and SAP. NIIT was tasked with the creation of an interface through which a safe and secure exchange of data between the two systems could take place. NIIT's solution allowed systems to interface with each other in two ways – fetching employee data and importing it into the Learning Portal and sending back the required information on training completion and evaluation scores to the HRIS system.

3 Global Service Desk

NIIT set up a 24x5 dedicated service center for Philips employees. This center runs in a state-of-the-art infrastructure, in multiple shifts, to service Philips employees around the world. The Employee Service Desk oversees the support of catalog and user management, assessment/ evaluation, program delivery, facilities and materials management and, financial process support as well as vendor management, technology helpdesk, and instructor management functions.

NIIT Solution features

Technology Features

CLiKS – NIIT's Robust Learning Management System

Integration with Multiple HR Information Systems

Multilingual (Unicode Compliant) GUI Customizable

Scalable for High Volume Processes

SAS 70 Level 2 Compliant

Employee Data Storage in Encrypted Form

SEI-CMM Level 5 Compliant

Single Service Desk Infrastructure Features

ISO 9001 certified

BS779 certified

COPC certified

Safe-Harbor Compliant

Disaster Recovery Site Available

Implementation

NIIT's Training Administration System and Global Service Desk solutions were implemented in each region in a phased approach. The implementation process included global process creation, technology customization, global service desk set-up and staffing and, migration from existing systems.

Business Impact

As a result of the changes in Philips organization structure, Philips anticipates further expansion of the Learning Portal to include additional offerings as well as business-specific courses. With this expansion, the enrollments are expected to rise to over 40,000 in the near future.

“Through the combination of a globally consistent learning offering, NIIT provided a solid foundation for the management of activities related to the deployment of the solution.”

Philips has experienced the following results:

- Launched 130+ global courses
- A platform to develop a consistent way of working in for all our employees in key areas.
- Rationalized, streamlined and focused our learning offering to the critical skills needed for competency development and as a result reduced overlap by 30%
- A reduction of learning expenditures by 20-25%
- Achieved a favorable user-friendliness rating of the Learning Portal and Service Desk that supports Philips receiving a 3.8 on a scale of 5.0.

“AS A TEAM, WE ARE CONFIDENT THAT NIIT WAS THE RIGHT PARTNER FOR US. THEIR PARTNERSHIP APPROACH SUPPORTED BY THEIR TECHNICAL SOLUTIONS HAS BEEN A KEY ELEMENT IN THE SUCCESS OF DEPLOYING OUR LEARNING OFFERING.”

JENNI RADTKE

SENIOR DIRECTOR

GLOBAL LEARNING OPERATIONS, PHILIPS

About NIIT Learning Solutions for Enterprises

NIIT is a market-leading, global managed training services company with over 30 years of experience in learning outsourcing. Built on the sound principles of running training like a business, NIIT's Managed Training Services are a suite of best-in-class training processes that enable customers to reduce costs, realize measurable value, run rock-solid operations, and increase business impact. Our flexible and scalable service suite includes curriculum design and custom content development, learning administration, learning delivery and learning technology. NIIT's transformational approach helps companies on both sides of the Learning and Development (L&D) value equation by increasing the benefits generated from L&D programs while optimizing the costs of the L&D system. With a team of some of the world's finest learning professionals and presence in 38 countries, we help the world's leading companies dramatically improve the effectiveness and efficiency of their training. Learn why training is not just our business but our passion at www.niit.com.