

# CASE STUDY

**NIIT**  
CognitiveArts



## Philips

*Accelerating global learning through a unified learning administration service framework*

## Customer Profile

**Philips**, a global leader in healthcare, lifestyle and technology with presence in over 60 countries, has completely redesigned its approach to learning as part of the effort to create "**One Philips**". **Jef Pauwels**, Vice President, Learning & Development, states, "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 the 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 constantly with business and function leaders to ensure that the offering is meeting the 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.

### SOLUTION

Learning Administration

### CUSTOMER

Philips

### INDUSTRY

Technology - Electronics

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", concludes Pauwels.

## Business Challenge

Philips endeavored to implement a Global Training Administration solution which included not only 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 is 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 consists of the following components:

### 1) **Robust and secure *Training Administration System*:**

NIIT provided a robust technology that helps 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 provides 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 People Soft and SAP. NIIT was tasked to create an interface with these systems in such a way to ensure the safe and secure exchange of data between two systems. Systems talk to each other in two ways fetching the employee data and importing it into the Learning Portal and sending back to the HRIS system the required information on training completion and evaluation scores.

## 3) **Global Service Desk**

NIIT operates a 24x5 dedicated service center for Philips employees. This center runs in a state-of-art infrastructure, in multiple shifts, to service Philips employees all over the world. The Employee Service desk overseas 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**

1. CLiKS NIIT's robust Learning Management System
2. Integration with multiple HR Information systems
3. Multilingual (Unicode compliant) GUI customizable
4. Scalable for high volume processes
5. SAS 70 Level 2 compliant
6. Employee data storage in encrypted form
7. SEI-CMM Level 5 compliant

## Infrastructure Features

1. Single Service Desk Infrastructure, which is
  - a. ISO 9001 certified,
  - b. BS7799 certified
  - c. COPC certified
  - d. Safe-Harbor compliant
  - e. 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 changes in the 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 estimated to rise to over 40,000 in 2008.

"Through the combination of a globally consistent learning offering NIIT provided and a solid foundation for management of the administrative activities related to the deployment of the solution, Philips has experienced the following results":

- Launched 130+ global courses
- A platform to develop a consistent vocabulary and way of working for all of our employees in key areas

*"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

- 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 the service desk that supports Philips receiving a 3.8 on a 5.0 scale

For more information,  
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