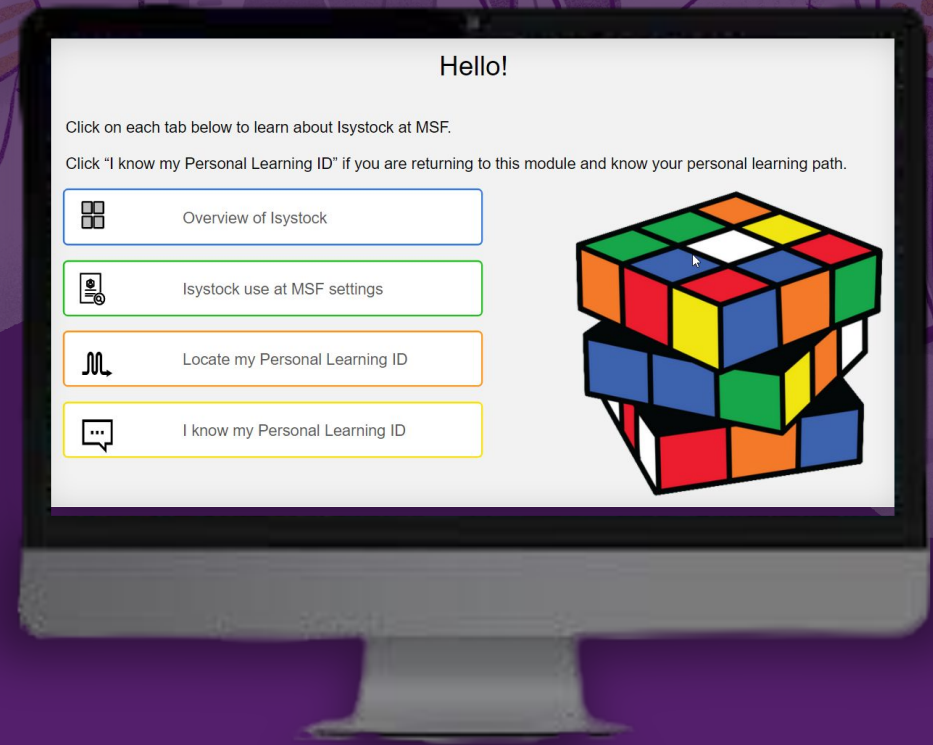


ARTHA
LEARNING INC.

Scaling Personalized Learning for Software Training



Case Study



Client

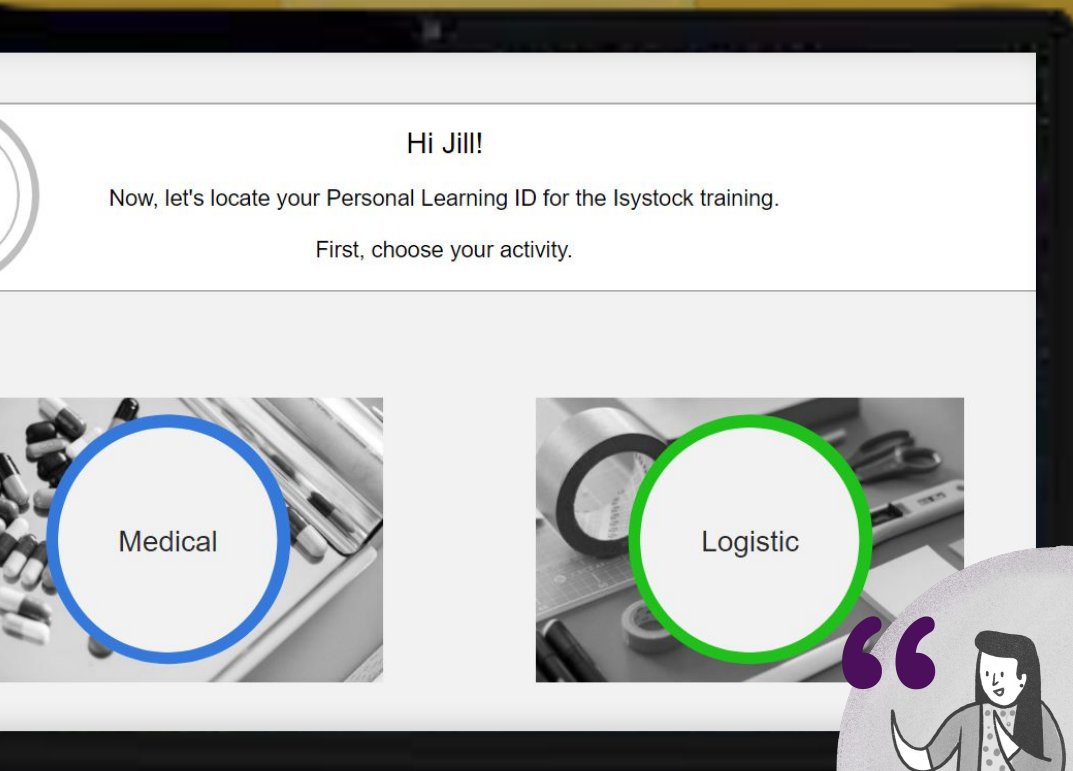


Industry

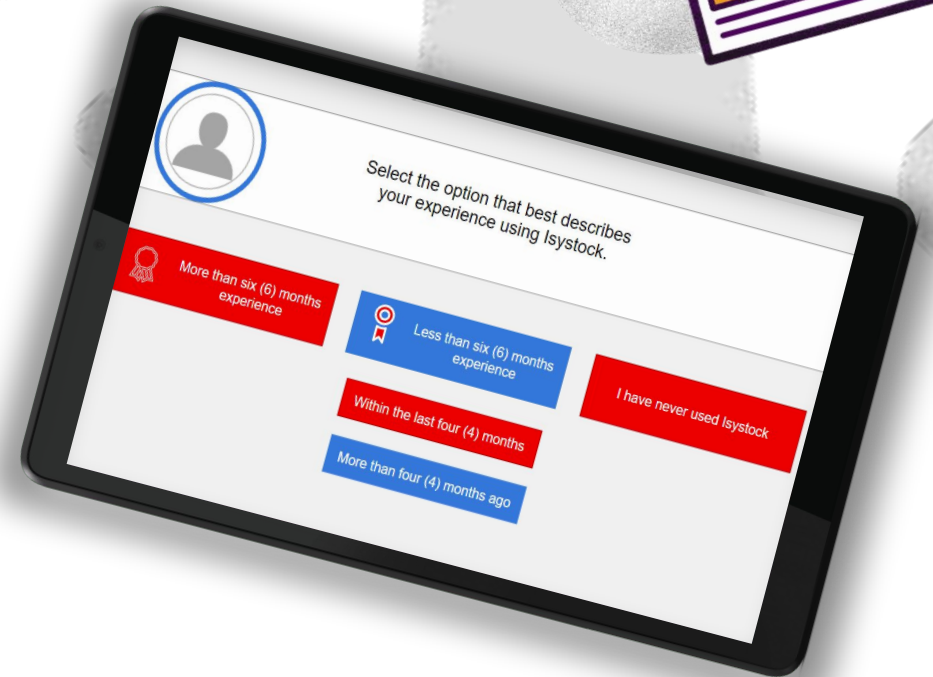
A leading independent humanitarian medical relief organization, providing crucial medical care to people affected by war, civil strife, epidemics, natural disasters and social marginalization.

Client Need

Our client, MSF, required a self-paced training solution to enhance proficiency in a complex stock management software, decrease data entry errors, and eliminate the need for expensive data-cleanup while increasing learner retention and relevance to their roles.



Our partners at MSF needed a self-paced training solution that could empower a multi-role, global audience to use a complex stock management software with proficiency. The primary issue with the current state was the amount of data entry errors and the frequent need for data-cleanup that took expensive man-hours away from productive work. They needed a training solution that would increase learner retention and content relevant to their roles. This was not achievable through the existing content delivered through out-of-date in-person workshops.



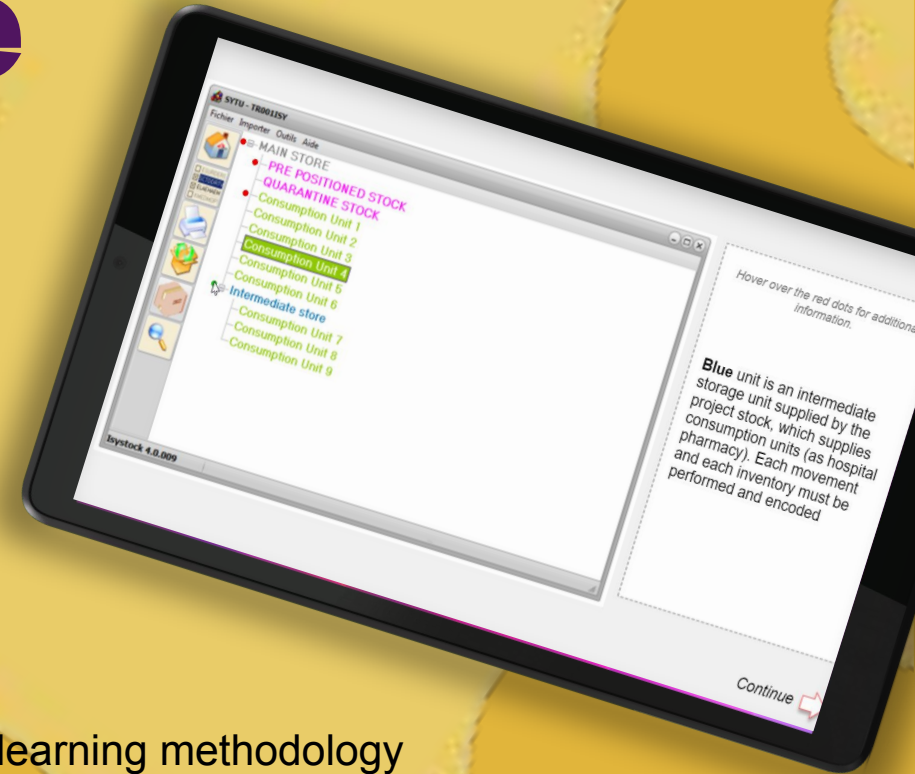
Artha's Solution

Through an in-depth needs analysis and consultation, personalized learning paths were created for each role/audience, streamlining 80 action items into cohesive buckets for mandatory, recommended, and optional training while leveraging an existing user guide to develop a digital solution in Articulate 360 and Adobe Captivate, replacing costly and laborious in-class workshops and mitigating the business problem of data entry errors.



Learner Experience

- The learner “IDs” based on their role, enabled the learner to skip ahead if needed and jump to the action items most relevant to them.
- Personalized practice activities included reading about a task, watching a recording, or trying a simulation from right within the module.
- Learners could follow a personalized learning path during their training, and then directly access training on a particular task when on-the-job for just-in-time performance support.
- Training approach was changed from a one-time training event to a continuous learning methodology along with providing a performance support solution.
- Overall, it is more fun and engaging for learners as compared to going through an extensive user guide.



Outcome

- A multi-role, global audience gained significant proficiency in the stock management software.
- The amount of data entry errors and the frequent need for data-cleanup decreased with a revolutionary impact on their inventory management system.
- Learners were able to make content applicable and relevant to their roles immediately following the training.
- The ease and simplicity of the modality meant that the content could be updated whenever required and easily customized for role-based learning.
- An on-going working relationship was formed, and Artha continues to create training solutions in a variety of modalities in partnership with the client.





Thank You!

Contact us to learn more.

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ArthaLearning

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