



GLOBAL E-LEARNING COMPANY

Digital transformation results in
significant operational efficiencies

THE COMPANY

Our client has been rated as one of the **world's top 20 training outsourcing provider for over 5 years in a row**. They have been working with companies around the globe to **improve business performance** by crafting phenomenal learning journeys for employees that include classroom learning, eLearning courses, gamification, assessments, and several other training modalities. **Founded 20 years ago**, this learning company has grown to **over 1,000 happy employees**, spread across three continents.



THE CHALLENGE



Significant year-after-year business growth started to exert **pressure** on our client's experience delivery system.



The leadership was not **feeling comfortable** with the organization's readiness to scale in order to **meet market demand**, while sustaining the **service quality** currently provided to their clients.



Various stakeholders involved in the organization who were not client-facing **did not have an appreciation to their role** in the customer journey.



Enabled **Journey Stages**

■ IN SCOPE



Compunnel Digital **Delivered**



Digital Customer Experience Map

Next-generation schematic illustrating key activities, actors and pain points across different domains of the end-to-end service delivery system, along with a preliminary set of proposed solutions



Improvement Prioritization Matrix

3x3 matrix with key improvement initiatives prioritized based on a combination of Key Performance Indicators (KPIs) and complexity of implementation (combination of multiple attributes)



Team Action Plan

Action radar illustrating improvement initiatives, classified based on complexity and impact. The plan showcased the initiatives assigned to each business leader, along with draft timelines, implementation details, and internal/external dependencies

THE RESULT

Compunnel Digital's combination of high-touch facilitation sessions, remote training, pre-designed input/output templates, and a robust project management approach **led to measurable improvements.**

50-60% less business interruptions during the current-state assessment period by replacing side-by-side observations and meetings with more effective digital equivalents

30-40% reduction in project management costs through optimizations in version control, schedule project reporting, and a series of other activities

Direct & instant collaboration capabilities enabled remote team members to contribute dynamically, regardless of location

Digital collaboration reduced travel requirements by **30-40%** for key members of the project teams

Enhanced synchronization and real-time alignment among key contributors throughout the project. Direct and instant access to a structured collaborative workspace empowered users to think through solutions and sustain the momentum throughout the project



ABOUT **COMPUNNEL DIGITAL**

For more than 25 years, Compunnel Digital has have made it simple for companies to navigate complex digital worlds. We optimize your digital customer experience, unlock the potential within your organization, and strategically leverage technology to accelerate the pace of your digital transformation, and measurably deliver on your business goals.



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