CASE STUDY

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# **Digital Mastery for Service Engineers:** A Simulation-Based Approach

## The Imperative of Digital Savviness in Today's Work Environment

The contemporary workplace landscape has evolved into a complex ecosystem of an ever-expanding array of digital tools, software applications, and indispensable devices that underpin daily work routines. Organizations can only realize tangible business outcomes when their employees, interacting with these complex software and systems, are proficient in using them.

Integra's client, an industrial automation and technology conglomerate, recognized this when rolling out their innovative service tracking software. Aiming to empower their service engineers, they sought a robust digital training journey to ensure adept system use, heightened confidence, and minimized errors.

## Business Requirement

As a dominant entity in industrial manufacturing and automation within Europe and across the globe, our client organization had a substantial international customer base. The challenges and objectives faced encompassed:

- Streamlining the global servicing process for various products, necessitating precise tracking from the initiation of service requests to their timely completion, ensuring customer satisfaction.
- Orchestrating a comprehensive training program for thousands of service engineers distributed worldwide, elevating their proficiency with the newly implemented system.
- Aiming to enhance service response agility and minimize customer grievances regarding the quality of service provided.

## Integra’s Approach

Integra's learning solutions team began the project with a meticulous analysis of the client's needs, resulting in the creation of a detailed training simulation for the software.

### Requirements Gatherin

- Reviewed the client's input content
- Examined the existing training manual provided by the client
- Held multiple brainstorming sessions and software demonstrations
- Identified gaps in training effectiveness

### Storyboard development:

From their analysis and insights, the Instructional Design (ID) team crafted detailed storyboards. Each storyboard highlighted a specific task within the software, featuring:

- Essential screenshots for visual guidance
- Clear, succinct instructional text for on-screen display

### Simulation Development

Using the storyboards as a foundation, the team developed simulations, ensuring systematic coverage of the software's features.

- "Show Me" simulations were crafted to offer learners practical experience with the software
- These simulations mirrored real-world scenarios, enabling learners to hone their skills in a risk-free setting
- The simulations encompassed interactive evaluations—both formative and summative—which were gamified through micro-challenges

## Outcome

- Improved Efficiency: Service engineers who underwent training reported enhanced efficiency in their motor repairing processes due to their better understanding of the software.
- Consistency: By aligning the eLearning module with the existing training manual, the client organization ensured consistency in their training materials, thereby reducing the potential for confusion among learners.
- Reduced Errors: Hands-on experience from simulations made service engineers less prone to errors in motor tracking and monitoring.
- Enhanced Learning Experience: The incorporation of "Show Me" simulations offered service engineers an interactive and hands-on learning experience, facilitating a clearer understanding of the software's intricacies

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## ABOUT INTEGRA

Integra is a trusted partner in Business Process and Technology Services for many leading organizations worldwide. With a focus on providing end-to-end solutions for digital content, learning services, and content workflows, we help our customers realize transformational business value.

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