integra

UK-Based IT Organization Boosts Employee Engagement by 30% With **SkillPilot**

The Customer

The client is a UK-based IT company specializing in cybersecurity solutions and digital infrastructure services, catering to a diverse range of industries. The customer needed an LMS solution that would ease employee development and continuous improvement, while cultivating a culture of personalized and adaptive learning for its employees.

The Challenge

The IT organization was unable to facilitate effective employee development and continuous learning and growth due to multiple reasons.

- ⊙ Traditional employee education was inefficient due to a one-size-fits-all approach.

- ⊙ Inflexible learning lacked personalization and adaptive feedback, affecting engagement.

- ⊙ Technical issues in understanding employee queries in natural language.

The client was concerned that the training being provided failed to optimally translate acquired skills and knowledge into performance for each employee's respective job role.

Testimonial

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Thanks to SkillPilot, our training institute witnessed a remarkable shift - we're talking engaged employees, upgraded skills, and a performance boost that's nothing short of amazing. "_

Key Objectives

The client was looking for a transformative LMS for the information technology sector that allowed development of algorithms to analyze employee performance data and provide personalized recommendations. With a powerful digital learning platform, the renowned instituted aimed to:
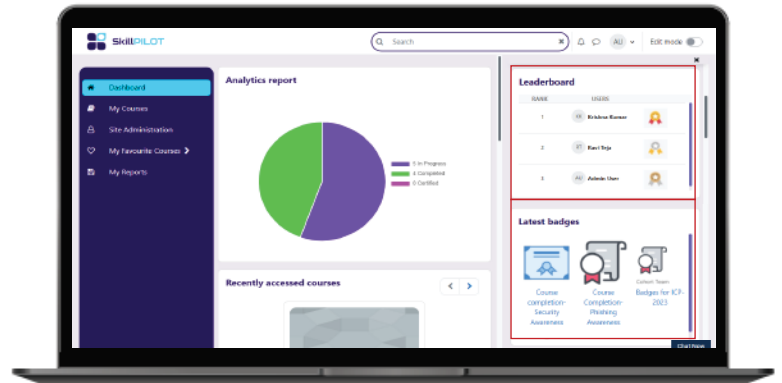
◉ **Deliver Personalized Experiences:** Adapt journeys to individual needs and skills, with dynamic content delivery aligned to preferences; virtual tutor suggests resources for ongoing growth.

◉ **Foster Adaptive Education:** The LMS should be able to adjust materials, pace to learning styles; ensure growth and optimized outcomes.
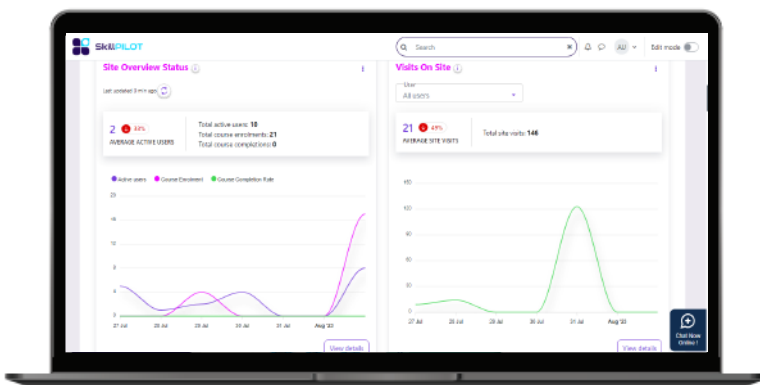
◉ **Enable Interactive Learning via Gamification:** Integrate games, badges, leaderboards for engaging and competitive learning.

◉ **Provide Real-Time Feedback:** The LMS should provide immediate and personalized feedback with actionable suggestions to improve learning outcomes.

◉ **Facilitate Conversational Interactions:** The LMS should leverage natural language processing (NLP) to address employee queries anytime, anywhere, and assess responses conversationally.

◉ **Leverage Performance Analytics:** The client wanted the LMS for the IT industry to analyze employee performance, identify skill gaps, suggest learning; and provide comprehensive trend reports for employees and management.
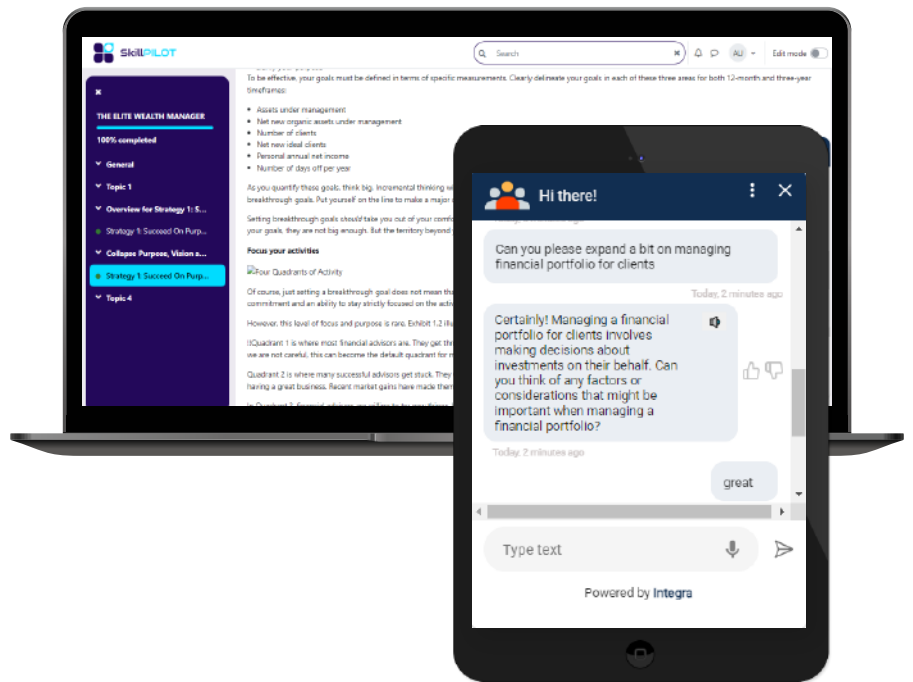
The Integra Solution

Integra customized SkillPilot, an AI-Powered Virtual Tutor, to deliver full-cycle education solutions to achieve the desired learning outcomes while keeping employees engaged and motivated. Here's how Integra helped:

- ⦿ **Fostering self-driven learning and growth** among employees through optimal engagement with the tailored approach of SkillPilot's AI-Powered Virtual Tutor.

- ⦿ Suggesting appropriate interventions to **improve knowledge and skill acquisition** with real-time feedback and adaptive assessments to identify individual learning needs.

- ⦿ **Providing friction-free and seamless learning experiences** with NLP-based query resolution.

- ⦿ **Optimizing resource utilization and boosting the productivity** of learning time by leveraging analytics to personalize recommendations.

Business Outcomes

The IT organization was able to achieve significant quantifiable improvements with the deployment of SkillPilot, completely customized to its specific needs:

- ◎ **30%**▲ in employee engagement

- ◎ **25%**▲ in knowledge retention

- ◎ **15%**▲ in performance across key competency areas

- ◎ **20%**▼ in training time

- ◎ **30%**▼ in response time

- ◎ **20%**▼ in skill acquisition time.

About Integra

- 28 years of experience in providing comprehensive digital content solutions and e-learning services

- Applied innovation using AI/ML, NLP, Deep Learning, RPA, and Blockchain

- Technology-agnostic frameworks for accelerated and seamless deployment

- Niche product development experience, over 8 SaaS platforms used by publishers

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