

CLANED®

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 SOLITA

CASE SOLITA

How to semi-automate complex customer training and new employee onboarding

With Claned, Solita was able to offer high-quality product training to their customers and to ensure an effective onboarding process to their new employees.

Key results

1.

Able to offer effective product training to key customers

2.

Greatly reduced the amount of time their instructors spend on delivering training

3.

Created a unified onboarding process to support growing amounts of new employees

1 Minute Breakdown

Solita employs over 1,000 experts in six different countries. They need to constantly train their own employees and their customers so that both parties have good command of the company's products.

In this project, Solita had a need to find a more efficient way to train their customers to use a software product in their own portfolio. If customers don't understand the product properly, they are less likely to buy it.

The second part of the project was to create an onboarding process for new employees. The old onboarding wasn't fit to fully support the fast-growing company's needs.

Together, we planned and implemented online training programs that allowed learners to attend training anytime and reduced Solita's own instructors' time spent on organizing and running the trainings.

If customers don't understand the product properly, they are less likely to buy it.



Solita in a nutshell

Solita is a fast-growing company focused on technology, data and design. Founded in 1996, Solita employs over 1,000 specialists in strategic consulting, service design, software development, analytics, cloud services and integration in six countries: Finland, Sweden, Denmark, Estonia, Belgium and Germany.

STARTING SITUATION

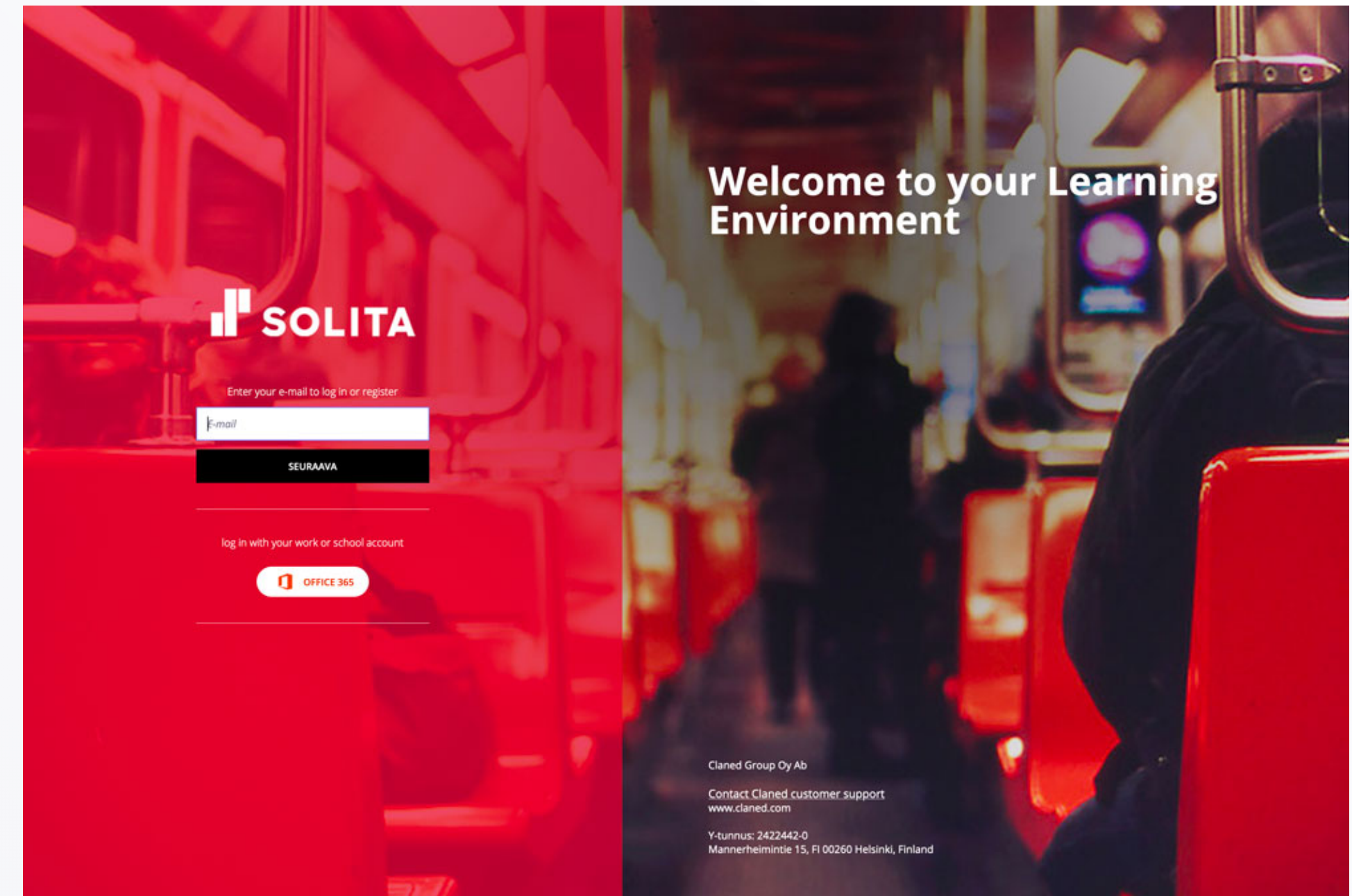
What was Solita's need?



Solita is a company that offers knowledge-based services. They rely on their own employees' expertise to deliver solutions that improve their customers' businesses. To make sure that they can maintain a high quality of service, Solita must constantly train their own employees as well as their customers with new skills and tools.

In this project, Solita had two goals:

1. To more efficiently train their customers to use Agile Data Engine, a software product in their portfolio
2. To create a unified and scalable onboarding process for new employees



Customer training

Traditionally, training sessions with customers had been live events. It was often a hassle to schedule these sessions since everyone had their own duties and schedules. In addition, one of Solita's expert employees had to personally take care of the training sessions from start to finish. That person was then tied up with teaching and couldn't be used for other projects.

New employee onboarding

Being a fast-growing company with over 1,000 employees, Solita is constantly recruiting new professionals. At one point, Solita's HR team noticed that not every employee was getting the same onboarding experience. Therefore, some employees were less prepared to adjust to their new work environment.

One big reason for this was that Solita's former onboarding process wasn't scalable enough. When the number of new employees kept growing, the HR team didn't have the resources to give equal attention to everyone.

So, we set out to solve two problems:

1. How to provide high-quality training to customers while reducing Solita's own employees' time spent on delivering the training?
2. How to guarantee all new employees equal and high-quality onboarding?

ACTIONS

How did we set out to solve the case?



Customer training

To achieve the first goal, we decided to design and set up an online learning environment that would allow customers to complete courses anytime and anywhere. This way scheduling wouldn't be a problem. Having an online training program would also free up the course facilitators' time. They could still easily guide learners and help with any problems they might have, but the facilitators themselves wouldn't have to be constantly "present in a classroom".

The solution we offered first included Claned's "Learning Design" workshops, where we together designed the pedagogical structure of the course and the proper learning solution.

Together with Solita's team of experts, we created and deployed the learning environment. In this way, expert knowledge could be comprehensively combined with modern e-learning principles. Our goal was to make the training as good as if Solita's best data engineer was providing you with personal tutoring.

The course was hosted on the Claned online learning platform, giving Solita's employees and instructors an easy access to the training and all the materials. Our platform made it easy to structure the materials in a way that makes learning engaging even without the instructor being physically present.

New employee onboarding

After Solita's data unit had first taken Claned into use with positive outcomes, their HR team also decided to use it to improve their new employee onboarding process. They had previously stored all their onboarding materials in their intranet. This meant that new employees couldn't access any materials before their first day of work.

Together with the HR team, we created another online learning environment. Solita then moved their onboarding materials there. This allowed them to share materials and start introducing workers to the organization weeks in advance of their first official workday.

Another new thing the HR team started doing with Claned was to track the progress of the introduction process. Until now, they hadn't been able to properly monitor how well each new

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employee's onboarding was going. With Claned, they began following which phases each person had completed and which materials they had gone through. The team could then make sure that everyone had a full onboarding experience and that they actually learned everything they needed to.

RESULTS

How did the solutions work?



Customer training

Tuomas Alivuotila, Solita's Customer Success Manager, says the feedback from Solita's customers has been very positive. They have found Claned easy to use and there's very little instructing needed from Solita's side.

Claned has made scheduling training easier. The customers have liked the flexibility and that they don't have to complete the training at a specific time, but instead they can take a few hours every now and then when their schedule allows it.

Another big benefit has been the huge amount of time saved. Time spent on setting up a training session has gone down from 1 full day to just 1 hour.

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When we first started with this, it was instantly clear to us that we need to do more of this. We need to have different levels of training instead of offering live sessions. With Claned, it's much easier to start the training."

Tuomas Alivuotila

Customer Success Manager at Solita



New employee onboarding

Solita's HR coordinator Ida Tiili says that content is now easy to keep up to date, even with ongoing courses. The onboarding process can be started much earlier, **two weeks before a new employee's first day**. This lets the team start introduction when the person is most committed to learning and adjusting to the new company.

It's also **easy to track performance**, which the HR team previously couldn't do. The tracking feature has proven out to be very useful. It shows what is popular and what isn't working that well.

The number of **dropouts has gone down**, and new employees are more confident. The onboarding process has received exceptional feedback.

All in all, the **onboarding process is now much more scalable and structured**. It fits the needs of a rapidly growing and internationalizing company.

The number of dropouts has gone down, and new employees are more confident.



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Our onboarding is now a more manageable structure. It helps us share the responsibilities and be more efficient. Claned's features help us achieve our goals, to increase employee satisfaction.”

Ida Tiili

HR Coordinator at Solita

The background is a solid purple color. On the left, there is a faint, light blue circuit board pattern. A thick green diagonal line runs from the bottom left towards the top right, with a thinner white line running parallel to it. On the right side, there is a faint, semi-transparent image of a woman with blonde hair, seen in profile, looking towards the left and holding a smartphone.

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