

Delivering Late Breaking Technical Training to Tens of Thousands of Service Technicians in the Service Bays

Raytheon

Challenge: Raytheon Professional Services (RPS), a leading training outsourcing firm, wanted to quickly deliver late-breaking technical knowledge to service technicians across the U.S. This news had to be delivered in a user-friendly, intuitive and branded platform.

Solution: RPS contracted with Altus Learning Systems to repurpose its video training programming into a streaming video format, indexed in a full-text searchable portal for easy, point-of-interest access.

Results: Technician use of vSearch exceeded expectations. In a recent four-month period, monthly usage increased three-fold to over 11,000 users, 18,000 visits and 9,000 searches. Time-critical information successfully and cost-effectively reached its target audience, with service technicians being actively engaged.

Raytheon Professional Services (RPS), a global leader in learning services and outsourcing, delivers late breaking technical training to automobile dealerships and more than 50,000 technicians through video satellite broadcasting. These high-quality broadcasts are viewed live, with interactive question and answer sessions, and later on a programmed basis—at the dealerships. Raytheon wanted to deliver these broadcasts in a web-based format that would enable on-demand access for technicians at work and at home. They also wanted to give technicians the ability to use this timely product knowledge as a performance support tool. Technicians could then get their product updates and search for the knowledge they need whenever and wherever it is most convenient.

Prior to their contract renewal with a major automobile manufacturer, RPS discovered Altus through the Learning on Demand practice of

SRI Consulting Business Intelligence (sric-bi.com). They were impressed with the rich media features, capabilities and functionality, seeing an ideal fit for their knowledge disbursement needs. So RPS launched an internal pilot program to judge the effectiveness of repurposing their broadcast content. Altus converted several broadcasts, created a custom-branded vPortal and hosted the video on a global content delivery network. Altus then provided secure access to the RPS vPortal via their Learning Management System (LMS), offering two modes of access:

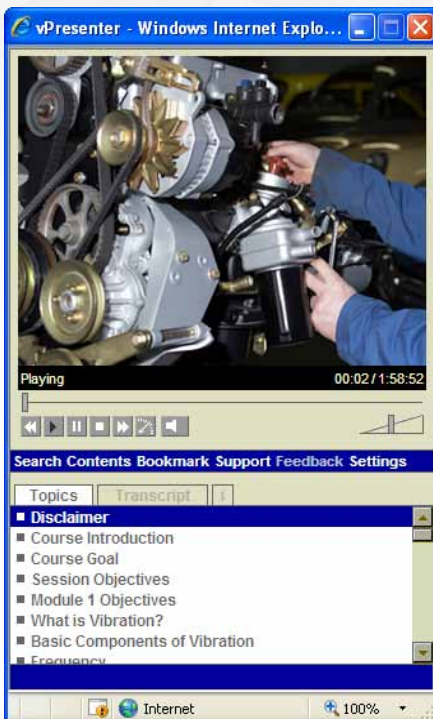
Course registration for credit Performance support to acquire the specific information technicians need on the job. The internal pilot had rave reviews and the project went into its second phase – a limited pilot with the company's customer. RPS asked selected end-users to use the new system and provide feedback, which was unanimously enthusiastic. The company since converted the pilot to full deployment accessible by more than 50,000 thousand users. In one recent month 11,000 technicians voluntarily visited the knowledge portal 18,000 times and conducted more than 9,000 searches—a ten-fold increase in just seven months.

By using Altus, RPS was able to offer a major customer new, innovative capabilities immediately, with no up-front development or infrastructure investment. Two-tiered outsourcing is a model for other training outsourcing companies for the same reasons their clients use them: reduced operational costs, reduced fixed costs, speed-to-market, risk mitigation, fast access to new technology and the ability to maintain focus on their core mission and competencies. Altus can also help training outsourcing companies quickly generate new revenue streams through on-demand software licensing and digital media services.

The Company

Raytheon Professional Services is a global leader in learning services and outsourcing, redesigning how clients train their employees, customers and partners; implement their new training design; and manage their training in multi-year outsourcing engagements.





On Demand Access allows technicians to easily find late breaking service updates as they are needed. Technicians browse by topic or search across the entire library of updates to find service bulletins when a customer situation presents itself.

Enterprise Benefits of Altus Collaborative Knowledge Sharing

- ▶ Clear, full resolution screens are displayed along with topics and scrolling transcripts
- ▶ Services team can roll-out service updates as needed to quickly respond to customer issues
- ▶ Reduces overall training expenses, shortens event durations and avoids non-productive time in classrooms
- ▶ Altus protects the company's investment in training and live events; leverages expert knowledge and intellectual property; and makes key information easy to access, search, and reuse.
- ▶ Saved content can be accessed from the Altus VPortal quickly and easily at any time, making technicians more informed, better prepared, more confident and more responsive to customer needs.
- ▶ Cost effective solution to deliver service updates to thousands of dealers worldwide.