WEB*DUNIA*

Corporate Training Management System to a leading telecom provider of India

Virtual Learning   Assessment   SCORM Compliance

The Client

The client is an Indian Internet-access and Telecommunications company, headquartered in Mumbai, India. It provides GSM (Voice, 2G, 3G, 4G) mobile services, fixed line broadband and voice services, DTH depending upon the areas of operation. It is the fourth largest telecom operator in India with 98.70 million subscribers approximately.

Business Challenges

- Manual vendor candidate training procedures
- Train vendors across multiple geographical locations with a single platform
- Automating the training process to handle complex functionalities like training materials, attendance, feedback management, notifications etc.

Areas of Engagement

- Online/Offline/Classroom training solution

- Manage and track training resources, course material, learners needs, preferences, evaluation and reporting

- Mobile application

- Supports training based on pre-defined business groups and events

- Advanced functionalities include – training details, topic-wise material, assessment, feedback, calendar, workflows

- MIS Reports

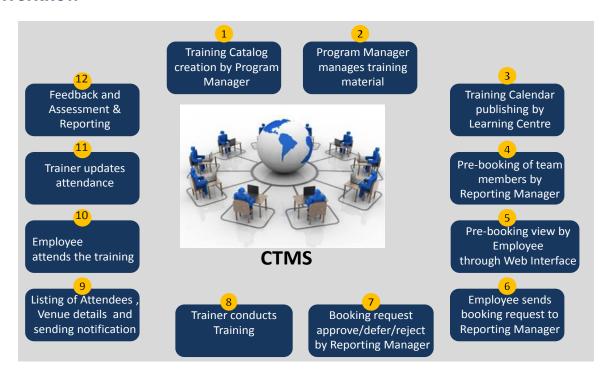## Technology Used

Web Application

- MVC
- C#
- JavaScript
- JQuery
- SQL Server
- Boot Strap and Responsive UI

Android Application

- Android SDK
- SOAP Web Service
- SQLite

Workflow

1. Training Catalog creation by Program Manager
2. Program Manager manages training material
3. Training Calendar publishing by Learning Centre
4. Pre-booking of team members by Reporting Manager
5. Pre-booking view by Employee through Web Interface
6. Employee sends booking request to Reporting Manager
7. Booking request approve/defer/reject by Reporting Manager
8. Trainer conducts Training
9. Listing of Attendees , Venue details and sending notification
10. Employee attends the training
11. Trainer updates attendance
12. Feedback and Assessment & Reporting

CTMS

Engagement Brief

Webdunia developed a mobile-responsive platform by which the client could educate the vendors through offline, online or classroom training programs. The application could easily manage and track training resources, course materials, learner preferences, evaluation and reporting.

Several advanced features were developed to enhance usability and experience of the system including training details, topic-wise materials, assessments, feedback, calendar. The system also supported workflow management based on manager's approval along with generation of MIS reports.

User Interface

- Training Calendar Publishing & Management
- Training Need/Nomination Form
- Material Upload
- Candidate Attendance
- Online Evaluation Test & Feedback (Candidate/Trainer)
- Certificate Generation
- Reoccurrence & Prerequisite Training
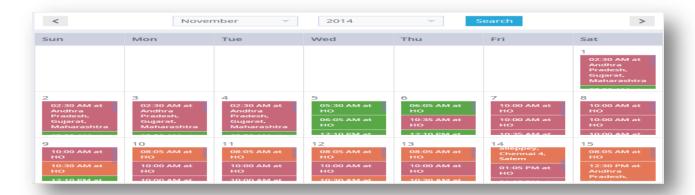- Dashboard & Reporting

Admin Interface

- Role Management
- Training Workflow (Manager Approval/Rejection)
- Training Access Level
- Notification Engine
- Reports to keep the management informed about the training.
- Exercises (Online exam paper) creation for training evaluation
- Training material management
- SCORM Compliance

Business Benefits

- Streamlined training processes, enabling easy planning of training activities calendar

- Track vendors' learning progress on a daily basis

- Reduced training costs with blended learning

- Centralized training function

- Scalability and wider reach to vendors, irrespective of geographic locations

About Webdunia

Webdunia, is a CMMI Level 3, localization and software solutions provider to businesses across the world. With over 15 years in the industry, we deliver industry-led localization, translation, multilingual content management, and software solutions and services to address specific needs of particular business requirements. We have a proven delivery record of offering high quality solutions to help our clients excel globally on any technology platform.