



Wind River, making training pay



2006 CASE STUDY

> **Organization** Wind River

> **Industry** Technology

> **Usage** Wind River software used in over 300 million devices worldwide

> **Employees** 1000–1200

> **Products & Services**

> Oracle iLearning

> Seertech Solutions

- Learning Management Toolkit (LMT)
- Custom Learning Interface (CLI)
- Implementation

> **Key Benefits**

Global business infrastructure enabling the complete in-sourcing of training management

Client on track to double training business without increasing headcount

iLearning and Seertech Solutions software meets project objectives of global standardization, ability to meet future needs of training business and an improved customer experience

Client able to deliver global, cost-effective professional training to large pool of professional services engineers and customers.

Wind River is a global leader in the production of device software optimization (DSO) offering companies' technology to help them efficiently develop and run device software. Wind River also has a professional services division that works with leading vendors to design, develop, and deploy innovative products.

In addition to offering products and services, Wind River identified education as a key focus for their business. The education unit would ensure that software developers across the globe would have access to the latest Wind River technology information and hands-on training.

Wind River had previously managed their training via a range of third party providers. With education becoming a strategic focus, Wind River identified the need to bring the administration and management of learning in-house. This would provide a platform for growth whilst giving Wind River management the visibility required to justify investment in ongoing initiatives. Wind River had clear goals for their education business and in the 2006 financial year they aimed to double the training business while minimizing headcount.

In order to meet their business objectives Wind River would need an internal infrastructure and experienced implementation team to support the global in-sourcing of their customer education program.

Configured and customized reducing complexity with iLearning Toolkits

Wind River purchased the Oracle iLearning product and engaged Xcelicor, a human capital management consulting firm, to manage the implementation. Xcelicor identified that Wind River would benefit from Seertech Solution's proprietary Oracle iLearning Toolkits. The Learning Management Toolkit (LMT) and the Custom Learning Interface (CLI) would reduce the cost, complexity and risk surrounding the implementation.

Xcelicor and Seertech Solutions developed a partnership to implement Oracle's iLearning solution configured to suit Wind River's business. According to Terry Carrell, Director, Worldwide Education Services at Wind River, the project provided results that were right on target and "the solution was delivered on time, on budget and the delivery team was extremely flexible."

Developing a global learning centre

Oracle iLearning and Seertech Solutions LMT and CLI have enabled Wind River to develop a global business infrastructure that offers complete in-sourcing of training management.

Seertech's CLI ensures a high quality and seamless experience for prospective



'The solution was delivered on time, on budget and the delivery team was extremely flexible'

Terry Carrell Director, Worldwide Education Services, Wind River.

learners and Wind River now has a fully integrated web portal that allows existing and potential customers to easily find, buy and use the exact training courses that they need.

The combination of real-time course information updates, reduced complexity of the site navigation and associated enrollment and payment processes minimize the chance of losing a potential learner through frustration. It also presents a professional image to existing and potential customers helping build a competitive advantage.

"The Seertech products enabled us to provide Wind River with complete flexibility in the look and feel of the user interface. Their customers and consultants are able to enjoy a single interface that was configured to meet required workflow and structure whilst matching the style guide". Paul Hardwick, CEO, Seertech Solutions

Key to the successful solution was the ability to standardize and automate the training business processes to support real-time monitoring and reporting of business performance. The ability to support new training offerings such as Personalized Learning Programs (PLP), Web Based Training (WBT), and On-Line Assessments will enable Wind River to continue the innovation around learning and education.

In summary, the project was able to deliver the functionality that was required to create a globally relevant and standardized service, support new offerings and improve the customer experience.

Future

With the infrastructure now in place, the sky is the limit for Wind River who plan to use the environment to offer customized learning programs for larger customers. These programs will assist Wind River in providing customers with the right skills to make effective use of Wind River solutions now and in the future.

With the success of the external training solution Wind River are now looking to leverage the learning infrastructure to train internal staff.

As the system generates more revenue integration with Oracle Financials is a priority. The ability to interface with Wind Rivers accounting programs will ensure that all financial information related to the training services is updated directly, without error, on time and without administration overhead.

With a secure, reliable and consolidated training environment the Education Team at Wind River can focus on the next learning initiative that will see Wind River remain a leader in their industry and continue to deliver outcomes for their customers.

TIMELINE THE WIND RIVER LEARNING JOURNEY

May 2005	Seertech and Xcelicor engaged to deliver Oracle iLearning Implementation
6 June 2005	Project Begins
10 June 2005	Wind River purchases Seertech Solutions LMT/CLI
8 August 2005	Go-Live for global external training management
15 Sept 2005	Wind River re-brands website and education portal without engaging implementation partners
2006	Planning for Internal Rollout
2007	Planned integration with Oracle Financials



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