

# Transforming the talent engagement game for a leading entertainment conglomerate

HCLTech helped power the client's end-to-end training, and learning and assessment platform while expanding their skill pool

A U.S.-based multibillion-dollar gaming and entertainment company was grappling with severe training and assessment limitations, coupled with the advent of hyper-digitization across the industry, resulting in an unprecedented demand for job-ready IT professionals. Its legacy learning and assessment platform and processes weren't up to the mark. The client knew they had to improve the engagement of trained technical talent.

The client sought a fully digitized learning and assessment platform to train technical resources on a large scale. They also wanted to improve onboarding and deployment timelines.

The client consulted with HCLTech about bridging the training gap, while supporting the gaming touchpoints across their portfolio. Impressed by HCLTech's Career Shaper learning platform's ability to scale, integrate and generate data analytics from diverse learning modules, HCLTech was an obvious choice for the client. The program included deployment of the client and deployed Career Shaper, which includes technical and domain-intensive courses. Their digital ecosystem, was enabled with a customized the platform to address the organization's long-term business goals and defined a five-year talent transformation roadmap.



## The Challenge:

### Obsolete learning models and teaching methods

With growing sales and a globally expanding customer base, the client realized its existing onboarding and learning platforms and processes were not fully equipped to deploy talent at scale. The issues included:

- The lengthy and cost-inefficient time-to-hire presented operational challenges
- The lack of appropriate training mechanisms to teach talented new hires recruited from college
- The existing platform needed to be more agile to accommodate a full suite of courses
- The programs were often outdated, inflexible and ineffective
- Upgrading the existing platform would have been extremely expensive and time-consuming, leading to more fiscal setbacks

## The Objective:

### Implementing a future-ready learning platform to drive talent transformation

The client knew that a winning strategy would include a ready-to-deploy and easy-to-integrate platform with the ability to scale on demand and add courses according to need. They partnered with HCLTech to dramatically improve the learner experience with a comprehensive suite of IT, engineering and domain-specific training and assessment modules. They also streamlined talent onboarding and deployment timelines and defined a five-year talent transformation roadmap.



## The Solution:

### A customized platform for a winning training experience and real-time progress reports

HCLTech collaborated with the client in an extensive exercise to identify all desired technical and domain-specific training and corresponding learning modes and methodologies. Additional learning content was created along with learning content along with associated assessments. Content, modes and methodologies were deployed through HCLTech's Career Shaper learning platform to supplement the existing techno-functional job courses and to track student progress. The new platform:

- Delivered customized courses covering important subjects for new hires, such as game development, gaming OS and gaming systems
- Offered seamless learners' experience covering HCL EdTech technical and soft skill job packs along with gaming domain and client-specific content
- Supported the integration and stability of domain-specific courses through built-in flexibility
- Maintained real-time analytics of learner activities, reporting their progress on a dynamic dashboard. Training analytics, generated from a rich repository of student data, also tracks student affinities for specific courses, recurring challenges faced by learners, bottlenecks in the learning cycle and regular assessment reports

## The impact:

### Achieving the desired state of speed, scalability and a seamless learning experience

HCLTech's Career Shaper platform enabled the client to scale with speed and sustain their talent transformation goals. To optimize ROI, the platform allowed the client to alter course duration for faster talent onboarding.

Other benefits of the initiative include the following:



Accelerated learner job readiness by integrating technical and domain training into a single program along with practical capstone projects



Delivered a competitive edge via agility and a seamless user experience



Created a built-in analytics dashboard that generated greater visibility of the training process

While the talent transformation journey is still in its nascent stage, the client is now fully equipped with future-proof, domain-specific training tools. With 22 years of industry-specific experience in OEM, casinos, digital gaming and lottery operations, HCLTech leveraged our deep domain competence to support scalability and reduce onboarding timelines.

Happy with their winnings, the client is keen to up the ante even further with the next game: partnering with HCLTech on a well-defined and detailed five-year roadmap to onboard 500 resources globally every year.