

tts



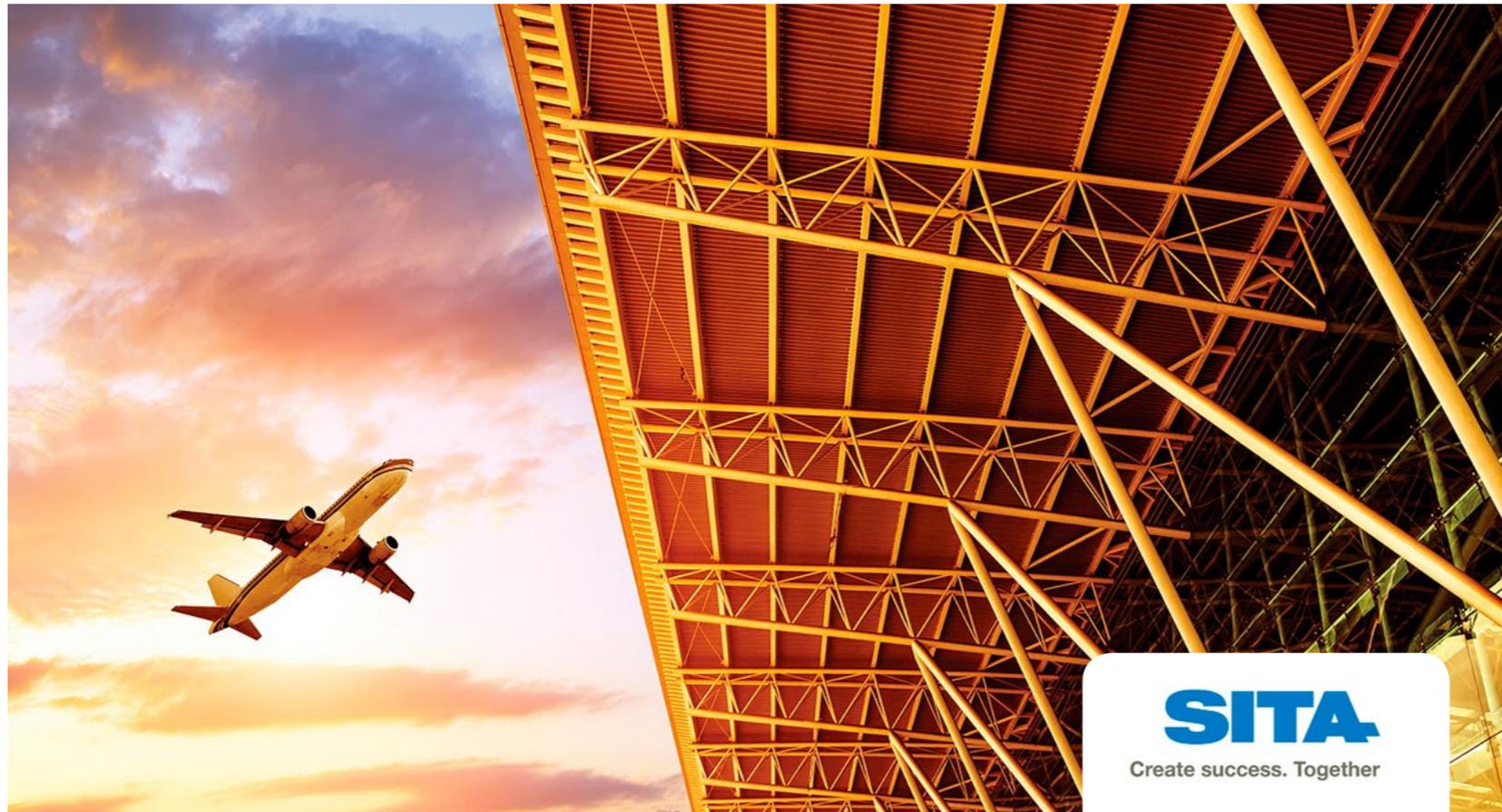
SUCCESS STORY

SITA customers benefitting from new training approach



SITA, the world leader in air transport ICT, adopted a “flipped learning” methodology and used **tt knowledge force** to cut the time-to-market by more than a year, enabling customers to take advantage of the new software sooner and realizing significant cost savings for customers and SITA. Moreover, customer staff reported high levels of satisfaction and acceptance, and the long-term burden of user support was significantly reduced.

SITA customers benefitting from new training approach



With more than 4,600 permanent employees, SITA (www.sita.aero) is the world leader in air transport communications and information technology. 95% of all international destinations are covered by the SITA network. Around the world, nearly every passenger flight relies on SITA technology and almost every airport

and airline does business with SITA. The major division in this project was the Passenger Solutions Line, a leading Passengers Systems provider.

Facts and Figures

Industry

Air transport

tts Portfolio areas

- Implementation of **tt knowledge force**
- Training of authors
- Web-based training production
- Consultancy

Number of end-users

End-users at 105 SITA customers worldwide



SITA customers benefitting from new training approach

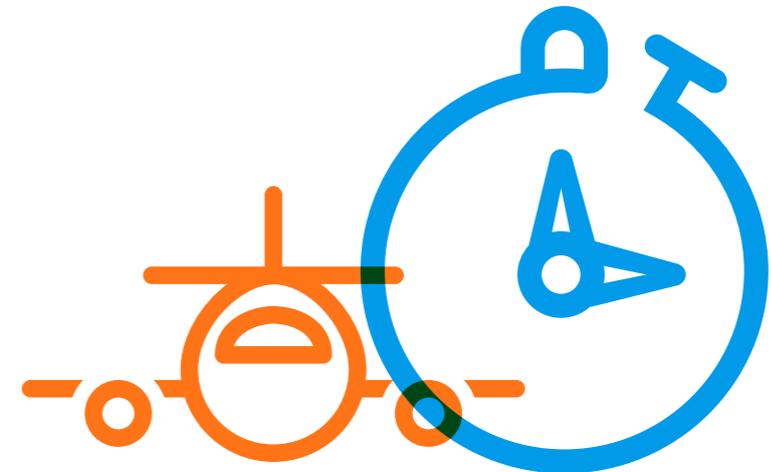


The challenge

One of the most important SITA applications user by over 100 customers (airlines and ground handlers) worldwide is load planning. Load planning ensures that the weight distribution within an aircraft is optimal for safe take-off and landing plus it has a significant impact on fuel efficiency. SITA has over 100 customers (airlines and ground handlers) using its existing load planning application.

When SITA decided to replace its legacy load planning system, it was identified that training delivery lead-times were going to be a limiting factor in the rollout of the new service to customers. A strategy was needed to transition customers to the new Horizon Weight&Balance application in a timely and effective manner, using a repeatable model to support other

new applications as they are released. Historically SITA had used classroom training on a train-the-trainer basis, one customer at a time and eLearning typically covered just 5–10% of a products functionality.



SITA customers benefitting from new training approach



The project

SITA sought a new approach to improve the entire training methodology to support all of our new Horizon products. The ideal scenario being that we would move from covering just 5-10% of product functionality with eLearning to 100% both for simulations and documentation. The ability to train more customers and

students at a time was also key to reducing the implementation schedule and associated costs plus enabling us to look at end user training as opposed to train the trainer.

The company proposed a “flipped classroom” model in which students conduct most of their learning outside the classroom, using e-learning modules, at their

own pace, before attending a classroom session focused on real-life scenarios. The classroom session is then followed by an additional knowledge check and finally students obtain their completion certificate. Classroom times are reduced for students and the level of knowledge retention has proved to be far higher.



SITA customers benefitting from new training approach

The implementation

SITA selected tt knowledge force because it best suited the company's demanding criteria, such as easy content creation and editing, integration with LMS via the SCORM standard, easy re-recording of screens and adaptability to multiple roles and multiple languages.

SITA analyzed Horizon Weight&Balance and broke it down into 133 learning objects, which were arranged into nine training modules and mapped onto three roles. Using tt knowledge force, SITA built all 133 learning objects over the course of three months with a simple workflow, together with training manuals and SCORM e-learning packs, which were loaded into the SITA University LMS.

*"Creating learning modules in **tt knowledge force** was fast and flexible: It enabled us to train employees at multiple customer organizations in parallel, rather than sequentially using the old train-the-trainer method. As a result our new Horizon load planning application was up and running very quickly. Moreover, the solution is transferrable to all Horizon applications that we release in future."*

PEG WYSE,
PROJECT MANAGER
& TRAINING ADMINISTRATOR, SITA





Faster time to market

The benefits

tt knowledge force and innovative training delivery methods reduced implementation time for the new load planning application from more than three to less than two years, enabling customers to benefit from the new product sooner and increasing return on investment. It has



Customer Benefits

also opened up the path to leveraging the Learning Objects for performance support, a crucial benefit to customers who need 'just in time' support and guidance.

SITA reported traditional classroom training times for load planning have been



Improved knowledge transfer

reduced from 10 days down to three, with customers reporting higher levels of satisfaction and better knowledge retention. In addition, knowledge retention and user acceptance testing issues decreased while post-training support requirements diminished.

tts

Want to find out more?
We're happy to help!



tts

Germany

Schneidmühlstraße 19
69115 Heidelberg
T +49 6221 894 69-0
F +49 6221 894 69-79
E info@tt-s.com

United Kingdom

16th Floor Portland House
Bressenden Place
Victoria, London, SW1E 5RS
T +44 20 7869-8022
E info@tt-s.com

North America

Chrysler Building
405 Lexington Ave, PMB 319
New York, NY 10174
T +1 646 825-3070
E info@tt-s.com