

# Case Study

*Onboarding Training Design &  
Implementation: A Case Study.*

# STRATEGIC BUSINESS SOLUTIONS

## Introduction

Washington. Redmond-based technology company (the Client) is a global leader in software, cloud, and digital transformation solutions. The company works with various clients across industries to help them adopt and leverage its technologies and services. One of the key challenges that Microsoft faces is ensuring that its clients have the necessary skills and capabilities to use its products effectively and efficiently.

## Problem

Our client needed to upskill its workforce with project management and change management skills to better serve its own customers adopt its technology. Client understood that adoption was the only path for the success of its technology in the face of strong competition. Research shows that once adoption takes place, a customer will continue to use the adopted technology (product “stickiness”). With a diverse and distributed workforce of over 100 consultants, our client wanted to ensure that its consultants had the latest knowledge and best practices on how to manage projects and change in a complex and dynamic environment so they could work with the company’s customers on educating them and advancing adoption.

## Results

The onboarding training program was very successful and earned accolades from the client and the client's customers. The consultants reported that they gained valuable insights and skills on how to manage projects and change more effectively and efficiently. They also reported that they were able to apply the learnings from the course to their customer’s environment and help the customer’s stakeholders understand how to drive product adoption. The client's customers also expressed satisfaction and appreciation for the improved quality and performance of the program. The onboarding training program helped demonstrate value by driving product adoption, effectively turning the Onboarding department into a profit center.

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