

CASE STUDY

AMIDST THE GLOBAL PANDEMIC, COFFEE GIANT MANAGED TO SERVE THE BEST COFFEE TO IT'S CUSTOMERS WITH NETCOM LEARNING TRAINING SOLUTIONS

By NETCOM LEARNING

Executive Summary

The client is a prominent coffee provider who serves 100 million customers across 78 markets around the world. Today, with more than 31,000 stores around the globe, the client is the premier roaster and retailer of specialty coffee in the world, selling approximately four billion cups annually.

However, at the top of their game, this company faced a tremendous challenge in keeping their servers secure and up to date. They decided to migrate to the Microsoft Azure cloud and take advantage of its vast and varied database. Due to their business type, the client was struggling to store customer data as they kept updating it from time to time, requiring ever more massive storage space.

While their transition to the Azure cloud was on-going, Microsoft supported them on fundamental Azure training. The client needed to leverage the Azure cloud fully, and thus, a more specific, role-based training was required. Microsoft chose NetCom Learning to support the client with all the training they required.

Before COVID-19

As part of the Enterprise Skills Initiative (ESI) program, Microsoft selected NetCom Learning to deliver training to our client for several reasons:

1. First, NetCom Learning has a considerable depth of experience and an already established rapport with Microsoft. In addition, NetCom Learning has worked on scalable Azure migrations before, including Optum.
2. During the first ESI pilot program (driven by Microsoft), the client received training from another learning partner. However, the client was not happy nor satisfied with the delivery and outcomes of that training.
3. NetCom Learning's proven record and rapport with Microsoft showed not only that we were the right fit to address learning challenges due to our quality of training, instructors, and customer service, but also, our customer service-driven approach would support crisis management and rebuild our client's trust in the Technical Skills for Business program.
4. Lastly, the client's agreement with Microsoft was set for renewal in September 2020. Not only ESI delivery but overall workforce upskilling was essential, so Microsoft's contract renewal (and Microsoft Azure Consumption) continue as planned.

The journey of our training delivery started with the first batch of 60 seats, and that was so successful that they then enrolled for the next batch, and then the third, making it a total of 180 classes.

During COVID-19

As we were delivering the Microsoft Azure classes, COVID-19 stopped us all in our tracks, as disruption and uncertainty followed in its wake. Now, the client had more significant issues to deal with:

- Stores needed to be closed. Support was required for all 31,000 stores across the globe.
- The work from home (WFH) environment needed to be set for corporate employees.
- Quick and seamless communication and collaboration needed to happen between corporate teams and offices, stores, partners, and customers.

That's when we realized that NetCom Learning could help them adjust to "the new normal" and extend our hand during this crisis.

Toward the end of 2019, NetCom Learning became Customer Immersive Experience (CIE) approved. The process of becoming a CIE facilitator required NetCom Learning to update technologies and understand unified communications (UC), collaboration, and Business Intelligence (BI). It also required us to stay up to date on the latest and greatest changes coming from Microsoft.

NetCom Learning has not only met the requirements to become a CIE facilitator, but we also changed our own internal processes and communications, applying all the knowledge we acquired during the CIE application to our own business. So, when our client faced the Covid-19 crises, NetCom Learning offered tailored Microsoft Teams training and solutions to overcome collaboration, productivity, and communication challenges.

The results of the relationship between the client and NetCom Learning:

- Via a tailored Microsoft Teams training planned with all the challenges the client had to overcome, corporate employees can now work from home using Teams. They are now able to collaborate and be productive at home.
- The same seamless communication and collaboration happens between stores, partners, and employees around the world.
- The client was able to achieve Microsoft Azure requirements and is happy with the accomplishments. Carla Becvar, the Training Program Manager, was able to reach her program goals via training delivered by NetCom Learning.
- Even with the Covid-19 crisis, the client could provide the services that the customers are expecting. The mobile application is fully functional, and the online ordering system provides customers with schedule and pick-up service solutions that otherwise would not be available to customers. Everything is possible due to advanced Azure upskilling.

Our extensive training program was deemed a success in these difficult times, where the client's customers could still be able to have their daily coffee and keep their day going. Satisfied with NetCom Learning's exclusive training plans and the dedicated and certified instructors, the client now looks forward to partnering with NetCom Learning on expanding their Microsoft Azure capabilities and developing their Microsoft Dynamics 365 skilling programs.

Live Online Training
Everywhere

Corporate Training
Anytime, anywhere

Individual Training
Anytime, anywhere



NetComTM
LEARNING



Learning
Consulting



Learning
Content



Learning
Administration



Learning
Delivery



Learning
Technology

We are NetCom Learning. We promote the values of lifelong learning.

NetCom Learning is an award-winning global leader in training, learning solutions, and talent development. Since 1998, we've been in the business of helping organizations reach optimal performance results and address challenges by managing all aspects of organizational learning.

With a team of dedicated and knowledgeable learning professionals having deep subject-matter expertise, NetCom Learning has serviced over 80% of Fortune 100 companies. We've helped over 10,000 organizations achieve their business goals by offering a full complement of Managed Learning Services, including IT and business training, curriculum design and content development, learning delivery and administration, consulting and advisory services, and management of learning technology.

We believe that an organization's ability to learn—and translate that learning into rapid action—is the ultimate competitive advantage.



info@netcomlearning.com



(888) 563-8266



www.netcomlearning.com