

case study

EMC Corporation

Keeping One Step Ahead of the Competition with Saba®

Solution Overview

Industry — Technology, Data Storage

Challenge

Centrally manage the training needs of an extended enterprise of customers, partners, employees and suppliers

Benefits

- Extended learning access to 23,000 users in 50 countries
- Faster time-to-market for new products

Solution

Saba Learning Suite

EMC Corporation is the world leader in information storage systems, software, networks and services. EMC provides the most robust, secure, and trusted information storage infrastructure in the world. EMC's storage systems, software, networks and services ensure fast, round-the-clock access to all of the sensitive information businesses and individuals must have to prosper in the Information Economy.

Based in Hopkinton, Massachusetts, EMC employs more than 23,000 people in more than 200 offices worldwide and has the world's largest storage-dedicated direct sales and service force. In 2000, EMC was named the number one "Most Admired Company" by Fortune and topped the Forbes Platinum 400 "Best Big Companies in America" list. Major customers include NEC, Fujitsu Siemens, Unisys, Groupe Bull and NCR. Year 2000 revenues for EMC were nearly \$9 billion.

“ The flexible, global and browser-based architecture of the Saba platform enables us to provide continuous learning and knowledge-transfer tools that meet the needs of our extended enterprise and improves our speed-to-market. ”

Bill Wachtenheim, Director of Knowledge Management
EMC Corporation

The Challenge

Due to its rapid growth and global presence, EMC needed a Learning Management System (LMS) that could manage the training needs of its extended enterprise of customers, partners, employees and suppliers, all in a single system. Key to the success of the new LMS would be its ability to offer distance learning and certification training in order to ensure that partners and employees were efficiently and properly trained.

The primary disadvantages of EMC's previous LMS was that it did not allow any self-registration for customers or partners and did not permit

EMC's seven functional training organizations to implement unique business roles reflective of their processes. Using a Web site that listed available classes, customers and partners completed a Web form and submitted it, then EMC staff would re-enter the information into their training database. After evaluating several vendors and taking the company's varied needs into account, EMC choose Saba Learning as its LMS.

The Solution

Using Saba Learning, EMC is able to manage business processes and support its knowledge-management program using a single, integrated system. The open architecture, global capabilities and scalability of Saba Learning enabled EMC to optimize learning across its entire operation.

EMC utilized the highly configurable nature of Saba Learning as the power behind its custom portal "KnowledgeLink." Using KnowledgeLink, EMC's customers and partners, representing more than 3,000 companies worldwide, will gain personal access to the system. Once in the system, users have the ability to register for training, participate in

virtual classroom activities and access Web-based content. Additionally, Saba Learning meets learning industry standards that support the integration of Aviation Industry CBT Committee (AICC)- compliant content facilitating the use of additional learning resources.

Results and the Future

By implementing Saba Learning, EMC will be able to get products to market faster and ahead of competition due to faster time-to-competency through increased, individually targeted training. This will allow more time for developing new and innovative products, keeping EMC one step ahead of the competition.

EMC's deployment of Saba Learning, in the form of KnowledgeLink, marks one of the largest global deployments ever of any e-learning solution: 23,000 learners in 50 countries. In the future, EMC will work with Saba to implement competency models, financial systems interfaces, support for multiple languages and support for additional AICC-compliant content.