

# case study

## Nissan

**Saba® Helps Alliance Share Learning Experience and Save Costs**

### Solution Overview

### Industry — Automotive

### Challenge

Maximize performance levels by ensuring that employees throughout Nissan share a common base of training opportunities

### Benefits

- Centralizes all training information online
- Ensures all employees have access to the same learning opportunities
- Reduces the costs of training administration
- Supports strategic IT alliance with another automobile manufacturer

### Solution

Saba® Learning

Established in 1933, Nissan Motor Co., Ltd. designs, produces and sells more than 3.5 million passenger cars and commercial vehicles in more than 190 countries. The company's major production sites are located in Japan and the United States, with additional facilities in Mexico, the United Kingdom and Spain.

*“With Saba, all our information is located in one portal. This helps our employees save time in searching, and ensures that everyone in Nissan has a common base of knowledge and is afforded the same opportunities.”*

Mayako Nagai, HR Assistant Manager  
Nissan

### Supporting Strategic Alliance With a Blended Learning Experience

In 1999, Nissan Motors established an alliance with a French automobile manufacturer. The alliance is designed to achieve profitable and balanced growth for the two partners through the creation of a bi-national group. While respecting the identity, culture and business operations of each organization, the two companies looked for ways to maximize performance levels and save costs by targeting synergistic areas. “One key area was to standardize the Information Technology (IT) infrastructure, in particular the human resources (HR) system. Within the HR system, we wanted to ensure that all employees around the globe have access to the same learning experience,” said Kazuhiro Komba, human resource manager at Nissan Motors. “So we decided to share content and move to online learning.”

### Collaborative Choice Based on ROI and Global Capabilities

Nissan wanted a Learning Management System that would standardize learning processes across the enterprise and meet current and future needs of the employees and company. Based on a recommendation from HR and a collaborative evaluation from the IT, purchasing and securities departments, Nissan chose Saba Learning to ensure that

their people acquire the right knowledge and skills at the right time. “In addition to cost savings, we chose Saba because of the localization capabilities and accessibility,” said Komba.

#### **Nissan to Support More Than 15,000 Users**

Nissan uses Saba Learning as a classroom training and e-learning platform to provide employees with learning opportunities — with content, histories, course information and registration all in one portal on the company’s internal Web site, called Learning Navigation. “For our initial deployment, we brought on about 600 employees in Japan. Because the system is easy to use and the information so accessible, user acceptance has been great,” said Mayako Nagai, HR assistant manager at Nissan.

“Within the next year, we plan to expand to 15,000 users, who will have online access to training and employee development,” **said Nagai.**

#### **Centralized Learning and Performance Simplifies Employee Development**

Saba Learning is tightly integrated with Nissan’s HR system, called Career Portal, providing a solution that helps develop employees and measure individual performance. The system contains performance, competency and appraisal results so employees can easily review and decide what courses or areas of development are needed. Saba Learning brings together all the training information, content development and available courses into one place, enabling Nissan employees to learn about and register for classes.

“Before Saba Learning, the training and learning information was separated and disseminated by different means, such as brochures, e-mails and internal Web sites throughout the company. And employees had no way to access their own training history,” said Nagai. “With Saba, all our information is located in one portal. ....This helps our employees save time in searching and ensures that everyone in Nissan has a common base of knowledge and is afforded the same opportunities.”