

# data sheet

## Saba Solutions for High Technology

### Benefits

- Accelerate product innovations and product rollouts to the market
- Improve product quality and people's performance throughout an entire product lifecycle from R&D to manufacturing to customer services
- Attract, retain and motivate talents

### Features:

- Goal alignment
- Automated performance reviews
- 360, multi-rater assessments
- Performance planning
- Employee surveys
- Initiative management
- Competency management
- Development plans
- Succession planning
- Blended learning: ILT, online training
- Real-time learning through virtual classrooms
- Learning content management
- Prescriptive learning assignment
- Learning catalog
- Compliance and certification management
- Learning eCommerce: order management, pricing, promotions, email marketing
- Learner registration
- Instructors' tools
- Course evaluations, tests, questionnaires
- Informal learning features — communities, wikis, discussion forums
- Managers' portal
- Tools for all administrators: learning, HR, performance
- Integration to Outlook and Lotus Notes email
- Integratio to JSR 168 compliant portals
- Email notifications
- Reporting

The key success criteria of a high tech company are innovations and speed to market, which are only possible if all people involved perform with excellence. This is no small feat where technological changes take place constantly, the workforce is diverse and dispersed, and sales and services often use external partners extensively. To rise above these challenges to create excellence in its people, a high tech company needs superior people management solutions across design, development, operations, QA, customer management and services.

Saba provides high tech companies with superior people management solutions – learning, performance and talent management – to create the strongest competitive position through their most important asset. With Saba's robust solutions, a company can align, develop and measure its people for faster product rollouts, higher R&D performance, enhanced product quality, more effective customer education, better talent retention and lower service costs.

### Speed up Product Rollouts from Design to Sale

A high tech company may have a geographically dispersed workforce because of outsourcing, offshoring and industry consolidations. In addition, channel partners are likely engaged in selling. Bringing a product to the market requires that all the teams involved are aligned and have the critical knowledge and skills needed. Saba solutions provide the following capabilities for speedier product launches.

- Align people to the dynamic business strategies for product launches with complete performance management solutions.
- Blended learning, including real-time learning via collaborative virtual classes, delivers critical product knowledge across design, development, operations, QA, sales, support and services teams more effectively and consistently across the globe. Prescriptive learning allows companies to target different learning to different people based on job role and other criteria. High-impact learning is so important since technology products are often complex and demand a high level of specialized knowledge.
- These cross-functional teams may need to collaborate and track common goals around strategic initiatives, since technology product rollouts can impact many internal operations. With the initiative management capabilities, they can align goals and collaborate more effectively.

- With Saba solutions integrated to desktop tools, calendars, emails or portals, people can access learning easily as they perform their daily tasks. A sales rep can find product experts, and search and register for classes directly from his email. Support for just-in-time learning can dramatically increase sales effectiveness.
- Due to the way technology products and services are purchased, using channel partners can help you reach buyers. Saba solutions support channel certifications so you can formally track partners' qualifications so they can accurately represent your products and generate sales revenues.

*“ Our implementation to date has been enormously successful, and we now have a robust system that meets the needs of our learners on a global basis. Using Saba has helped our design communities get products out of design and into the market faster and has improved the speed to competence and readiness of our sales representatives. ”*

Darryl Carson, Director of Education and Development  
Cypress Semiconductor

### Better R&D Performance

A R&D team's performance directly impacts a technology company's performance. Saba solutions enable you to better align these team members and manage their development and knowledge.

- Using performance metrics, a company can set up measures for, and improve, R&D efficiency and effectiveness.
- Research projects may involve many people who do not report to the same managers, forming a virtual team. Initiative management lets companies easily set goals and measure performance for such projects.
- Robust learning management solutions track people learning progress ensure they keep their skills and knowledge up-to-date with the latest technologies. Most importantly, learning can be tied to performance and be directed specifically to address some competency gaps.

- Engineers learn the most from each other. Informal learning tools such as communities of practice, wikis and discussion forums create such a learning environment for knowledge transfer.

### Enhance Product Quality

- Product defects or bugs are costly. Enhancing product quality starts with aligning people throughout a product lifecycle towards quality management goals and can be reinforced through setting quality metrics to measure performance.
- High tech manufacturing processes – for products such as hardware, electronics, semi-conductors or electrical components and equipment – are often subject to rules and regulations such as ISO quality or other environmental management standards. Saba's compliance training and certification management solutions help companies comply to them.

### Drive Effective and Profitable Customer Education

The complexities associated with using or implementing technology products make customer education strategically important in managing customer relationships. Saba provides the most comprehensive enterprise learning solution available for customer education.

- Blended learning not only fully supports instructor-led training (ILT), but also provides complete online customer education management for all customers – be they corporations, retail trade OEMs or others. With our industry-leading virtual classroom and live collaboration tools, companies can significantly reduce the costs of training not just for themselves but for their customers as well.
- High tech companies may offer customer education to generate revenue. With Saba, you can actively market your education offerings, price them flexibly and bundle them with product sales.
- Informal learning capabilities not only help customers increase their knowledge but also help you foster customer communities.
- With many reports available, you can analyze the results and profitability of customer education.

### Improve Employee Motivation and Retention

- Performance management capabilities allow employees to clearly understand how they are evaluated and how their efforts affect corporate performance.
- Saba helps you to provide career paths and individualized development plans to your employees. These can range from plans that employees and their managers develop informally to strategic, future-looking competency management and succession management initiatives.

- Competency management measures the skills and skill gaps of customer support and service teams, while clear performance plans and reviews measure and ensure better customer support and service quality. Where there are skill gaps in these teams, companies can target learning to close the gaps.

*“Saba Learning allows Hyperion to provide our customers and partners with a higher level of service and gives employees greater access to training and development opportunities. In addition to strengthening the value of our services, we also have gained a number of efficiencies through automation of order management and business processes.”*

Sundar Nagarathnam, Vice President of Education Services  
Hyperion

### Lower Service Costs and Provide Higher Quality Service

Customer support and services such as professional consulting in software, or depot repairs in hardware and other technology goods are essential for maintaining customer satisfaction. Saba solutions help companies solve the challenge of providing high quality services while lowering costs.

- With Saba’s robust learning and certification management solutions, service teams can be given the appropriate level of training with different complex technologies, so they have the right level of skills to service customers, avoiding rework and reducing service costs.
- Many high tech companies use external partners to provide services for customers. Saba’s solutions can manage the learning and certification of these partners as well.

