

How a Global L&D Team Automated 30% of Training Operations

Siemens Healthineers consolidated highly regulated, localized training programs into a single, streamlined infrastructure.

ABOUT THE COMPANY

Siemens Healthineers is a multinational medical technology company that specializes in the development, manufacturing, and distribution of healthcare equipment, services, and solutions. Siemens Healthineers has training and development hubs located around the world, with each hub acting autonomously to meet the specific needs of their local markets.

The Problem: Limits of Single-Use Technologies

Siemens Healthineers needed to centralize training operations into a single platform for a global audience of customers.

Healthineers customers are trained on advanced medical equipment such as MRI machines, lab equipment, and other medical devices in their specific locations. Each local country training center has autonomy to conduct training unique to the requirements and mandates of that country.

The global training team had a single front end web solution for enrollment and education, but backend training management was completed with a collection of point solutions, third party systems, spreadsheets, and lightly integrated tools.

The team identified three primary challenges that would be solved by building an infrastructure for training operations.



Scalable training management. Building a centralized platform for training operations would be too expensive. Siemens Healthineers needed a configurable, highly integrated ready-to-go solution.



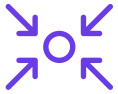
Standardize training experience across modalities. Siemens needed a solution that standardized classroom and virtual training, while streamlining and improving event management.



Increasing business transparency. Enhanced reporting that could query on every field, allowing rapid, accurate decision making from a complete view into training data.

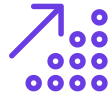
The Solution

The team launched an extensive, multiphase project to integrate training systems into a single infrastructure. Administrate served as the cloud-based, headless training architecture that would power this project.



Integrated Training & Business Systems

Because Administrate offers highly configurable APIs and integrations, Siemens Healthineers was able to connect many of their existing tools, websites, and databases.



Rapidly Meet Diverse Needs

Local country training hubs each have diverse needs, and Administrate's highly configurable platform was able to centralize management and execution of these rules, without disrupting local autonomy.



Business Intelligence for Training

Because Administrate allows access to 100% of training data, it was possible for Siemens Healthineers to report on a wide array of global data, revealing important trends in training performance.



I like that it is a web-based tool, is user-friendly, offers smoother internal processes, and saves time with automated communications.

Training Coordinator, Siemens Healthineers, Training Center Italy

The Results

Siemens Healthineers is now utilizing Administrate to power a centralized training operations platform.

190% | Training enrollment increased 190% across all regional training centers.

233% | Increase of participation from regional training centers of 233%

30% | 30% of training operations are now automated.



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