Administrate + **SIEMENS Healthineers**

How a Global L&D Team Increased Enrollment 190% in 90 Days

Siemens Healthineers automated training operations, returning 13,500+ hours to their team - time they spent growing their program.

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.

Problem: Too Many Critical, but Manual Processes

Siemens Healthineers needed to reclaim time by automating training operations 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. This training happens primarily in a live classroom setting.

The global training team was spending too much time manually completing critical tasks. Coupled with the difficulty in managing disparate systems, they needed to reduce manual effort and consolidate training systems into a single platform.

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

Automated training operations. Basic, but critical operations such as communications, calendar management, course creation, and booking equipment all took too much time from the training team.

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

Administrate was deployed as a training management system that would act as a centralized platform for global training operations, automating 90% of Siemens Healthineers' training tasks and connecting disparate training tools into a single system.
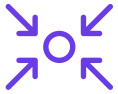
Automated Operations

Administrate automates most training operations. By eliminating critical but manual tasks, the team saved 13,500 hours quarterly. That is the same as hiring about 8 full time employees.
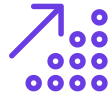
Rapidly Meet Diverse Needs

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%

90% | 90% of training operations are now automated.